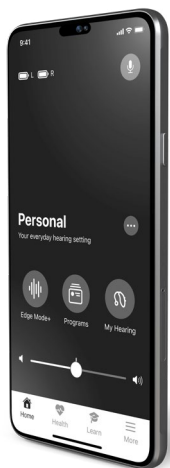


Your Hearing Aid App User Manual



Get full control over your hearing aids
to help you hear better and live better.

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Get started

- Pairing with your Apple device
- Pairing with your Android phone
- About your app

Pairing with your Apple device

Pair your hearing aids with your **Apple device**. This lets you control and maximize the use of your hearing aids using this app.

Follow these steps:

(If your hearing aids lose connection to your device, repeat these steps.)

1. Turn your hearing aids off/on to activate pairing mode:
If your hearing aids are non-rechargeable:
 - Ensure each hearing aid has a fresh battery.
 - Open the battery door for each hearing aid. This turns them **OFF**.
 - Close the battery door for each hearing aid. This turns them **ON**.

OR

If your hearing aids are rechargeable:

- Ensure your hearing aid charger is plugged in or has a full battery.
- Place each hearing aid in the charger. This turns them **OFF**.
- Take each hearing aid from the charger. This turns them **ON**.

Pairing with your Apple device

2. On your Apple device, go to **Settings**. Select **Accessibility > Hearing Devices**. If the Bluetooth® toggle is **OFF**, switch to **ON**.
3. When your hearing aids are discovered, they should appear under **MFI HEARING DEVICES** (e.g., "Jane's hearing aids"). Tap **this** to pair your hearing aids to your Apple device.
4. **Two pairing requests** appear (one for each hearing aid). Select **"Pair"** for each request. *(Requests may be several seconds apart.)*

Pairing is complete when your hearing aid name changes from black to **blue**.

Reminder – Only one pair of hearing aids can be connected to your device.

Pairing with your Android phone

Pair your hearing aids with your **Android phone**. This lets you control and maximize the use of your hearing aids using this app.

Follow these steps:

(If your hearing aids lose connection to your device, repeat these steps.)

1. **If your hearing aids are non-rechargeable:**
 - Ensure each hearing aid has a fresh battery.
 - Open the battery door for each hearing aid. This turns them **OFF**.
 - Close the battery door for each hearing aid. This turns them **ON**.

OR

If your hearing aids are rechargeable:

- Ensure your hearing aid charger is plugged in or has a full battery.
- Place each hearing aid in the charger. This turns them **OFF**.
- Take each hearing aid from the charger. This turns them **ON**.

Pairing with your Android phone

2. On your Android phone, go to **Settings > Bluetooth** and turn on **Bluetooth**.
3. When your hearing aids are discovered, they should appear under **Paired Devices** (e.g., "Jane's hearing aids").
4. Tap the name of **each hearing aid** to pair.

Reminder – Only one pair of hearing aids can be connected to your device.

About your app

Welcome to an advanced hearing experience

The hearing aid mobile app that offers a leading-edge selection of features and functions. And the ease of use to go with it. All at your fingertips.

Created with the help of hearing aid wearers, this app allows you to:

Hear better anywhere

Make instant adjustments to help you hear better, wherever. One tap can get you clearer speech and reduced noise in the toughest listening environments. Plus, customize sound settings for your favorite places. Equalizer and volume? You control them. So, your hearing aids are just the way you want them for your individual needs.

Enjoy smart features – and better living

Simplify your life with clever features that help you on your hearing journey. Get remote hearing aid adjustments from your hearing care professional – right from your armchair. Track the location of lost hearing aids. Adapt to hearing aids faster with quick how-to's, tips, and videos. All tailored for where you are on your hearing journey.

About your app

Monitor your health

Monitor daily hearing and physical activity to help you stay healthy. Set and achieve goals for hearing, steps, exercise, and beyond. Get personal and detailed insights into your activity levels. This app can even detect your falls and notify the people you choose – keeping you safe while active.

And much more

It's never been easier to achieve better hearing. And live your best life.

Find the key features that enhance your hearing aid use on the **Home screen**.

Home

- Home overview
- Battery/connected status
- Volume and mute

Home overview

1. **Battery indicators.** Show battery usage levels of your left and right hearing aid(s).



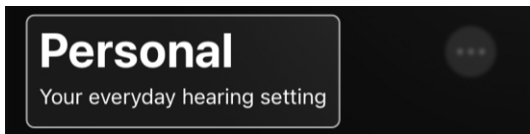
2. **Smart Assistant.** Tap to activate Smart Assistant. Use your voice to: Change programs. Set reminders. Ask questions on hearing aid topics, and more.



3. **Change program.** Swipe to switch programs.

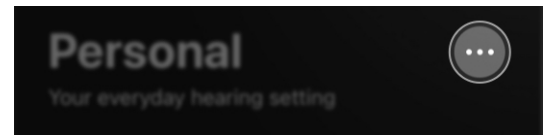


4. **Program in use.** Displays and updates as you switch programs.

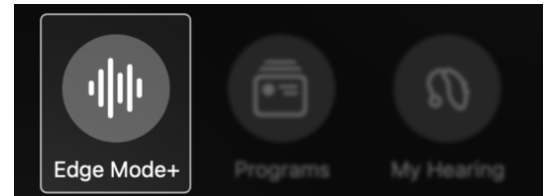


5. **Program options.** Tap for quick details on the program you're using. Make sound adjustments and more.

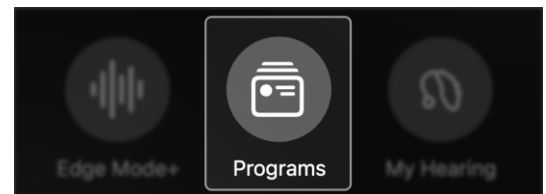
Home overview



6. **Edge Mode+.** Tap to get the best sound instantly for your current environment.*



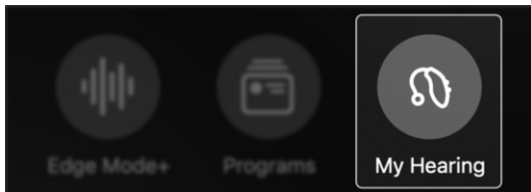
7. **Programs.** Tap to choose a program (if set by your hearing care professional) to help you hear better in a specific listening environment. Plus, create custom programs for favorite or frequented places like cafés, parks, and more.



*Feature may vary by hearing aid model

Home overview

8. **My Hearing.** Tap to get to more hearing aid features like Find My Hearing Aids or Self Check. Or adjust hearing features set by your hearing care professional for specific hearing needs.



9. **Mute.** Tap to silence the sound coming through your hearing aids.



10. **Volume slider.** Move the slider to adjust the volume of your hearing aid(s).



11. **Home.** Tap to instantly return to the Home screen for programs and hearing adjustments.



Home overview

12. **Health.** Tap to view progress and insights on hearing and physical activity (steps, exercise, more).



13. **Learn.** Tap for helpful how-to's, tips, and videos on hearing aid topics.



14. **More.** Tap for info on your account, app settings, TeleHear, translation, reminders, and more.



Battery/connected status

The **battery icons** at the top of the **Home screen** show the usage level and connection status of your left and right hearing aids.

Battery power/usage

The battery icons contain visuals that help you determine how much power each hearing aid battery has:

- **Solid bar** in the battery icon: The longer the bar, the more battery power your hearing aid has.



- **Color** of the battery icon: A red battery indicates a low battery. (**Next step:** Charge your hearing aids as soon as possible.)



Battery/connected status

Connection

The battery icons can also help you determine whether your hearing aids are connected to your phone:

- **Exclamation (!)** next to battery icon: This indicates that your hearing aid(s) is disconnected from your phone. (**Next step:** Try turning your hearing aids **OFF**, then **ON** again.)



Volume and mute

Volume control, found on the **Home screen**, lets you adjust how loud or soft you hear sound through your hearing aids.

To adjust volume:

Move the **slider LEFT** or **RIGHT**. (You can also return to the **default volume** by double tapping the **slider**.)



To mute volume:

Move the **slider** fully to the **LEFT** (the **icon** will change to show you're muted). You can also tap the **left speaker icon** to mute/unmute.

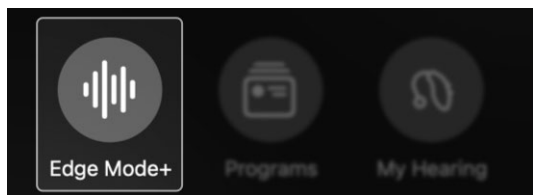


Edge Mode+

- When to use Edge Mode+
- How to use Edge Mode+

When to use Edge Mode+

Edge Mode+ provides instant hearing help when you need it most. Use Edge Mode+ when hearing situations become difficult to manage. Or when you need **quick, temporary help to hear best** in your current environment. Edge Mode+ can reduce background noise and provide speech clarity.



Examples of when to use Edge Mode+:

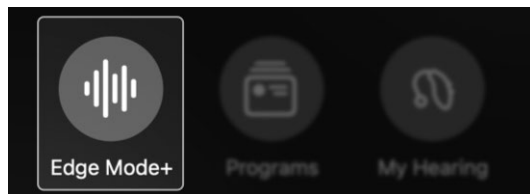
- When a restaurant suddenly becomes crowded and loud.
- When riding in a car that enters a freeway.
- During takeoff/landing on an airplane.
- When speech clarity is needed while watching TV.

How to use Edge Mode+

Use **Edge Mode+** to hear better in challenging or unpredictable listening environments — instantly. Edge Mode+ steps may vary by hearing aid model and technology tier. Ask your hearing care professional for specific information.

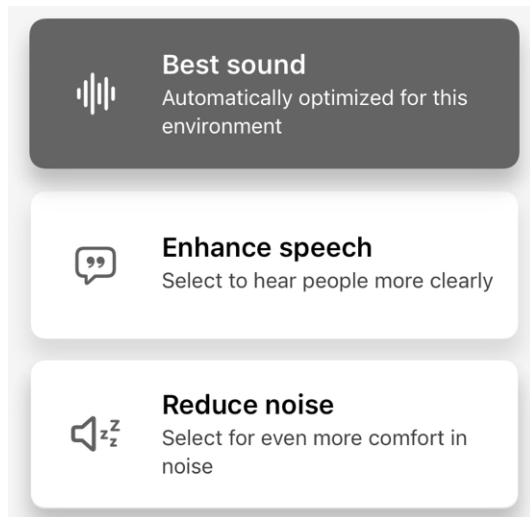
To use Edge Mode+:

1. On the **Home** screen, tap the **Edge Mode+ button**. Edge Mode+ instantly scans your current listening environment and applies the best sound settings. So you can hear better.



2. The **Edge Mode+ screen** appears. Do **one** of the following:
 - Nothing. Edge Mode+ **Best sound** is already addressing your needs. No further action needed. **Skip to Step 3.**
 - Tap **Enhance speech** to get even more clarity and hear others more clearly. **Skip to Step 3.**
 - Tap **Reduce noise** to get even more comfort by reducing background noise. **Skip to Step 3.**

How to use Edge Mode+



Or, as a last resort:

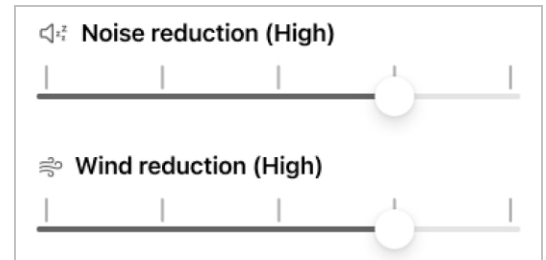
- If none of the above are helping your needs, tap **Adjust sound manually**. The Adjust sound screen appears with 3 adjustment options:

Adjust sound manually

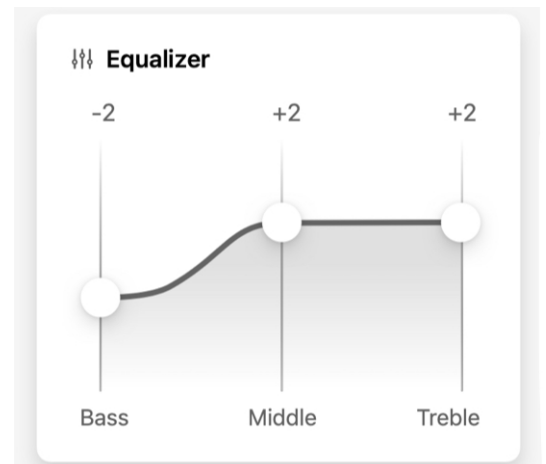
- **Noise reduction**
Move the **slider: RIGHT** for more noise reduction, **LEFT** for less noise reduction.

How to use Edge Mode+

- **Wind reduction**
Move the **slider: RIGHT** for more wind reduction, **LEFT** for less wind reduction.



- **Equalizer**
Move the **Bass, Middle** and **Treble sliders: UP** or **DOWN** to choose how much emphasis you want on high- or low-pitch sounds around you.



How to use Edge Mode+

3. Tap **Save**. This keeps you in Edge Mode+. “Edge Mode+” stays your current program on the Home screen until you change the program or stop using it.



4. To discard your changes and return to the **Home screen**, tap **Cancel**.

Adjust Sound

Adjust sound

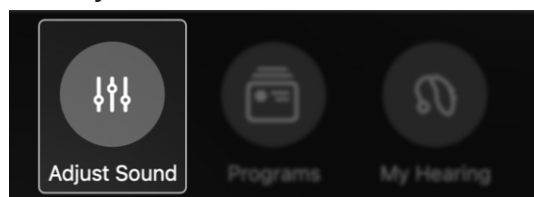
Adjust sound lets you manually change your hearing aid sound settings. This helps you hear better in challenging listening environments.

When to use Adjust sound

- During conversations when you need to hear speech more clearly or there are multiple speakers
- In surroundings with lots of background noise, like restaurants or gatherings
- When wind or other noise interferes with your hearing

To use Adjust sound:

1. On the **Home screen**, tap the **Adjust sound button**.

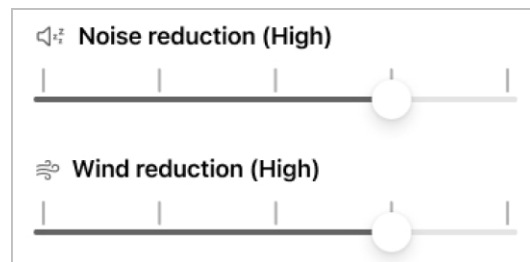


2. The **Adjust sound screen** appears, offering 3 adjustment options:
 - **Noise reduction**
Move the **slider: RIGHT** for more noise reduction, **LEFT** for less noise reduction.

Adjust sound

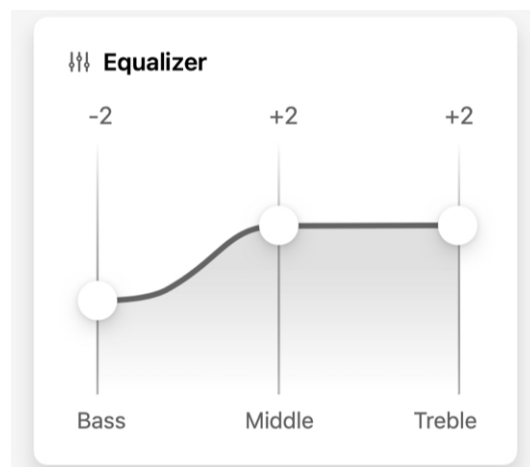
• Wind reduction

Move the **slider: RIGHT** for more wind reduction, **LEFT** for less wind reduction.



• Equalizer

Move the **Bass, Middle** and **Treble sliders: UP or DOWN** to choose how much emphasis you want on high- or low-pitch sounds around you.



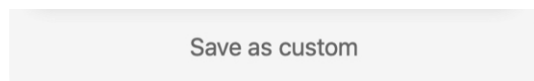
Adjust sound

3. Tap **Save**. This keeps you in your adjusted sound settings until you change to a different program or restart your hearing aids.



OR

Tap **Save as custom**. This allows you to save your new sound settings as a program you can access and use later.



4. To discard your changes and return to the **Home** screen, tap **Cancel**.



Programs

- What are programs
- When to use programs
- Change programs
- Add program
- Create custom program
- Edit custom program
- Delete custom program

What are programs?

Programs offer a way to help you hear better in specific environments you frequent using preset sound settings.

Examples of programs:

- Personal
- Restaurant
- Outdoors
- Custom

Types of programs:

Professional

Your hearing care professional may set up standard default programs when you get your hearing aids. Based on discussions about your daily life and lifestyle, these programs may include “Personal” (based on your individual hearing preferences), “Meetings”, “Restaurant”, “Outdoors”, or others.

Custom

You can create your own custom programs for specific places you frequent. Locations may include a coffee shop you enjoy or a park near you. Simply modify a professional program to suit your needs and save it under a new name.

When to use programs

Use programs to quickly adjust your sound settings in places you frequent. Like your work office, neighborhood park, and so on.

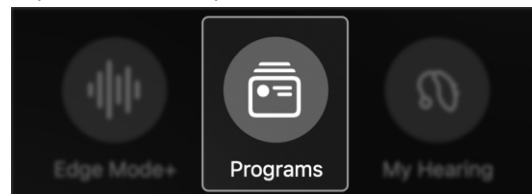
For temporary hearing help or on-the-spot sound setting adjustments wherever you are, use Edge Mode+ or Adjust sound.

Use the Programs section to:

- Choose a program to help you hear better in an everyday or specific environment.
Examples: Personal, Outdoors.
- Create your own custom program for a place you frequent.
Examples: Your favorite park or café, or the gym.
- Edit or delete a custom program.

To get to the Programs section:

On the **Home screen**, tap the **Programs button**. The **Programs menu** appears, showing **icons** that represent each program.

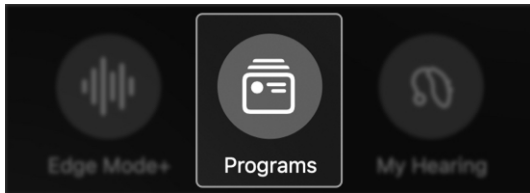


Change programs

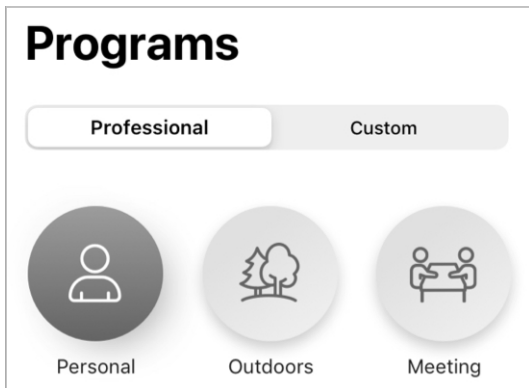
Follow these steps to choose or change programs.

From your Programs screen:

1. On the Home screen, tap the **Programs button**.



2. The **Programs menu** appears.

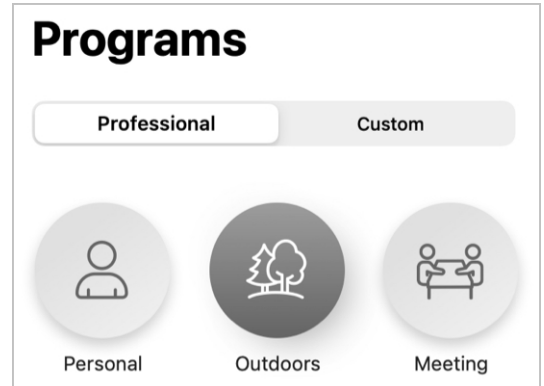


3. Use the tabs on the top of the screen to select **Professional** (set up by hearing care professional) or **Custom** (set up by you) programs.



Change programs

4. Tap the **icon of the program** you want. The program's specific sound settings activate in your hearing aids. Next, your app returns you to the **Home screen**.



From your Home screen:

Swipe in the open space of your **Home screen**. (You'll see the **program names** change where they are normally displayed so you'll always know which **program** you're using.)



Add program

Several preloaded programs are available in your app to add and use as custom programs. These have specific sound settings already applied. So they are ready to use and help you hear better in specific environments.

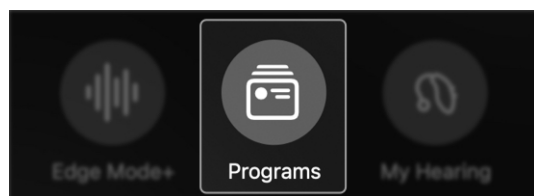
Preloaded program examples:

- Car
- Crowd
- Theater

Reminder: Your hearing care professional may have already set up some of these programs in your hearing aids.

To add a preloaded program:

1. On the **Home** screen, tap the **Programs** button.

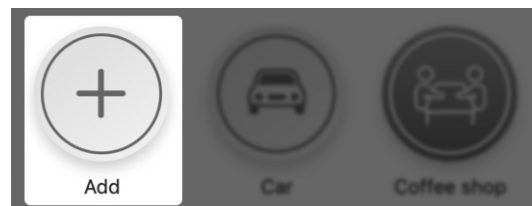


2. Tap the **Custom** tab at the top of the screen.

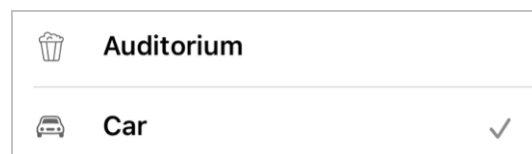


Add program

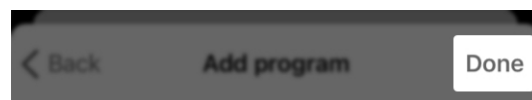
3. On the next screen, tap the **Add button**.



4. From the **Add program** menu, tap **the program you want to add**. Your hearing aid changes to the new program with a checkmark added next to it.



5. Choose to:
 - Keep this new custom program by tapping **Done**. This will add the program to your **Custom program** menu.



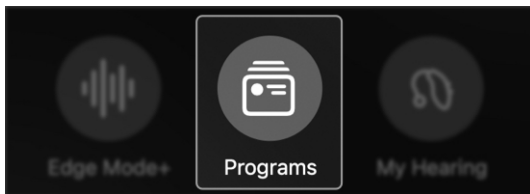
OR

- Try a different new custom program by tapping the new custom program name to deselect it.

Create custom program

You can create your own custom program to help you hear better in places you frequent. So whenever you're in a specific setting or environment, the best sound settings are ready to use.

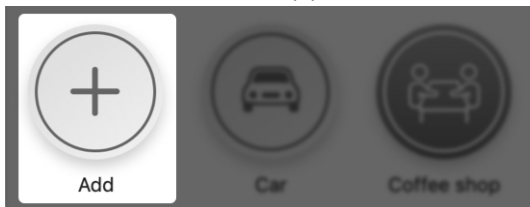
1. On the **Home screen**, tap the **Programs button**.



2. The **Programs screen** appears. Tap the **Custom tab**.



3. Tap the **Add (+) icon**. The **Create program screen** appears.

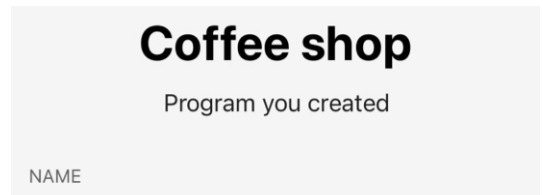


4. The **Add program screen** appears. From the list, tap **Custom**.

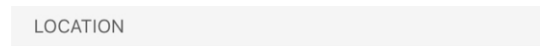


Create custom program

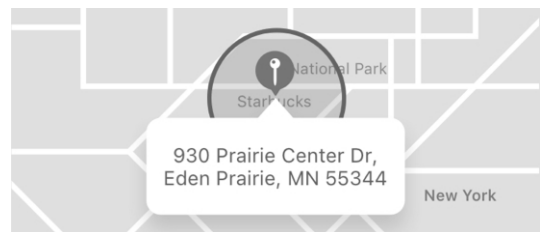
5. The **Create program screen** appears. In the **NAME field**, type in a **name** for your new custom program.



6. In the **LOCATION field**, tap **Add location** to add the **location** of your new custom program.

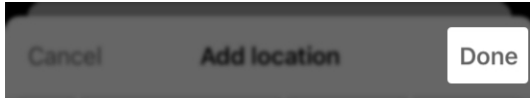


7. A **map** appears with a pushpin marking your custom program's **location**, and the **address** underneath. (This is your current location, or where you are right now.)

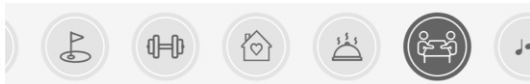


Create custom program

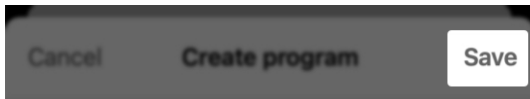
Tap **Done** to save this **location and address** to your new custom program.



8. Tap an **icon to represent your custom program** from the bottom icons list.



9. Tap **Save**. Your new custom program will now show in the **Custom tab**. Use anytime.



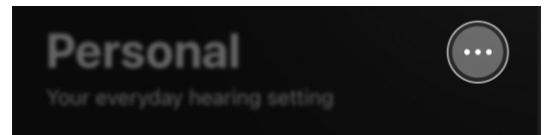
Reminder – To adjust the sound settings of your custom program, see **Edit a custom program** in this User Guide.

Edit custom program

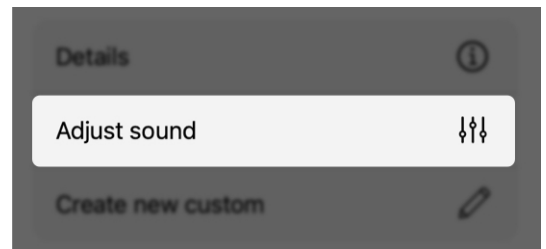
Edit a custom program anytime by following these steps.

To edit custom program sound settings:

1. Make sure you are in the custom program you want to edit.
2. On the **Home screen**, tap the **Program options button** (ellipses).

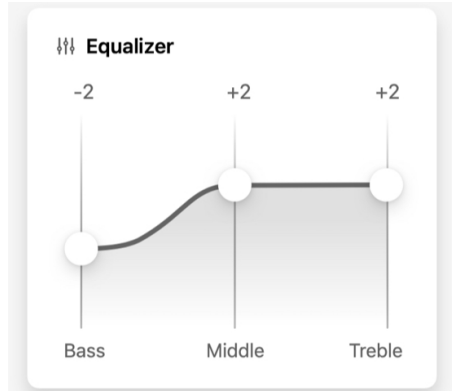
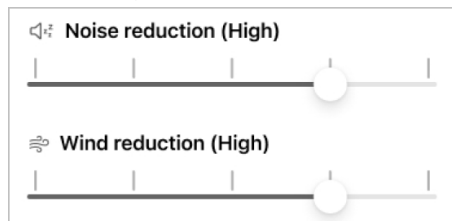


3. The **program options list** appears. Tap **Adjust sound**.



Edit custom program

- Adjust the noise and equalizer settings as needed.

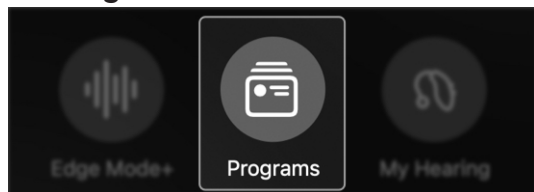


- When finished with your changes, tap **Save**.



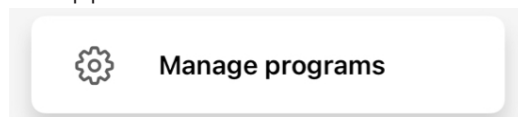
To edit custom program details:

- On the **Home screen**, tap the **Programs** button.

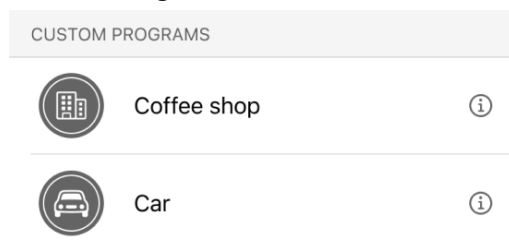


Edit custom program

- Tap the **Manage programs** button. The **Manage programs** screen appears.



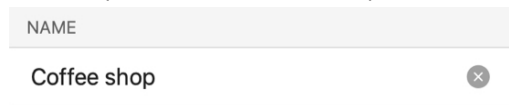
- Tap the **custom program** you want to change.



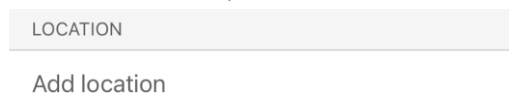
- The Details screen appears.

To edit any descriptor(s) of your custom program, follow the steps below.

- **NAME field:** Tap in this field and type in a new custom program name.

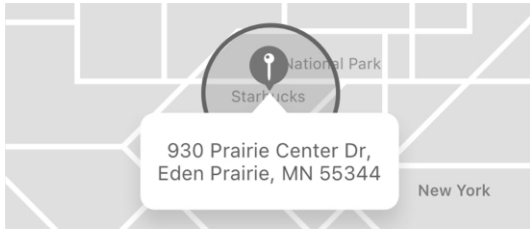


- **LOCATION field:** If you have not yet added a location to your custom program, tap **Add location**. Or, if you would like to change the location, tap **Delete location**.

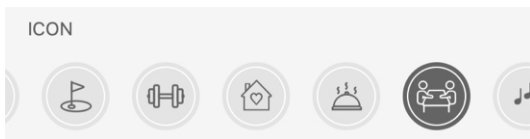


Edit custom program

In both instances, a **map** appears with a pushpin marking your **custom program's new location**, and the **address** underneath. (This is your current location, or where you are right now.) Tap **Done** to save this as the **new location and address** for your custom program.



- **ICON field:** Tap a **new icon** from the bottom **icons list**.



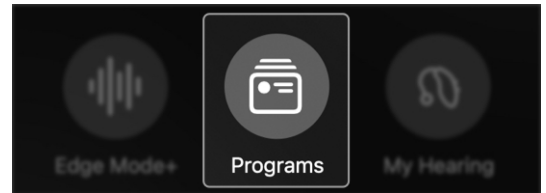
5. When finished with your changes, tap **Save**.



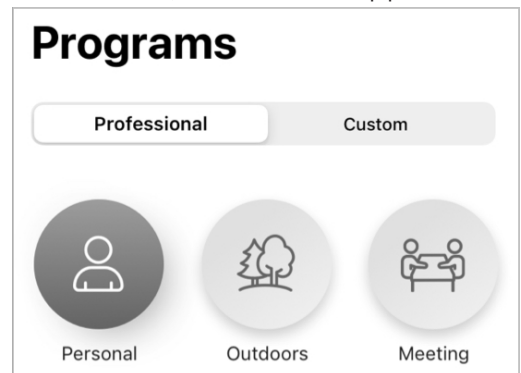
Delete custom program

Delete a custom program anytime using these steps:

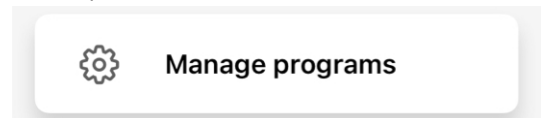
1. On the **Home screen**, tap the **Programs button**.



2. The **Programs screen** appears.



3. Tap the **Manage programs button**.

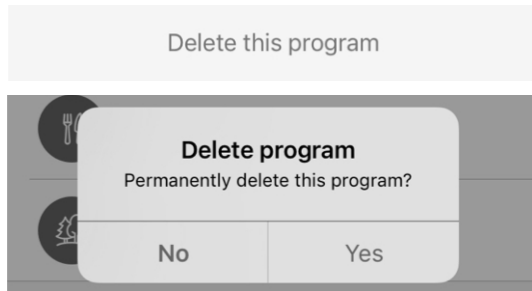


4. Tap the **custom program** you want to delete. (Or swipe the **custom program** you want to delete to the **LEFT**, and then tap **Delete**.)



Delete custom program

- The **Details screen** appears.
Tap **Delete this program** on the bottom of the screen. When the **dialog box** asks if you want to permanently delete the program, tap **Yes**.



- Your **custom program** will be deleted and disappear from the **Custom tab**.

Program Options

Program options

Your **Program options** include several choices for the program you're currently using.

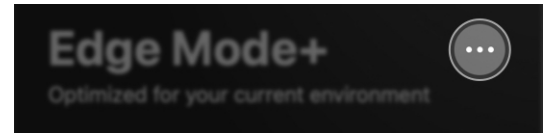
Program options may include:

- **Undo**
Lets you turn OFF Edge Mode+ and discard any changes made. This will only appear if you are using Edge Mode+.
- **Details**
Offers the program title and icon.
- **Adjust sound**
Lets you manually change your sound settings, plus save these settings as a new custom program.
- **Create custom**
Lets you create a new custom program with a new name and icon.

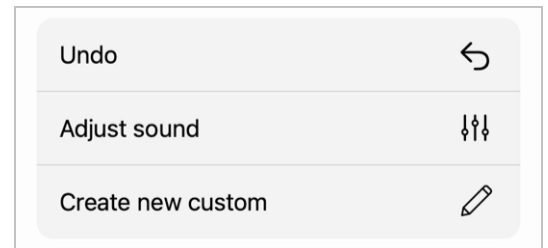
Program options

To use Program options:

1. On the **Home screen**, tap the **3 ellipses** next to the **program name**. The **Program options list** appears.



2. Tap the **option*** related to the update you want to make. Follow the next prompts.



3. After completing your update, tap **Done**.



**Options may vary by program.*

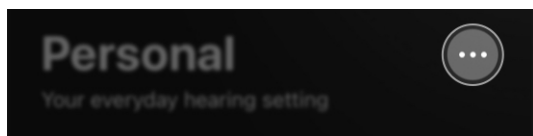
Manual adjustments

Manual adjustments

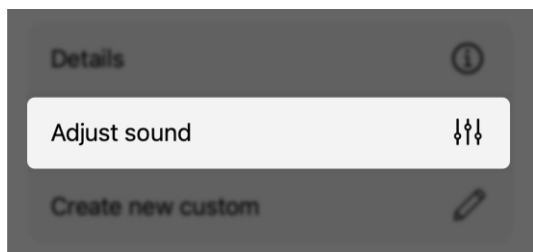
Your app allows you to make manual sound adjustments for your unique hearing needs. You can choose to make these temporary for your current environment. Or if it's a place you frequent, make them permanent by creating a custom program.

To manually adjust your sound settings, follow these steps:

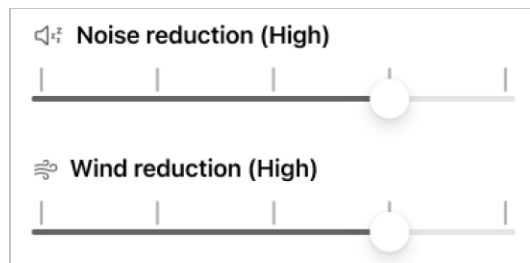
1. On the **Home screen**, tap the **3 ellipses** next to the **program name**. This is the **Program options menu**.



2. The **Program options menu list** appears. Choose **Adjust sound**. Adjust the noise and equalizer settings to your liking.



Manual adjustments

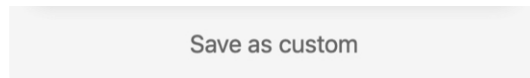


3. Tap **Save** if you want the adjustments to be temporary for your current program.



OR

Tap **Save as custom** to save your adjustments permanently as a new custom program you can use again.



Manual adjustments

To manually adjust sound settings while streaming:

1. When you are streaming, the **Adjust sound screen** will offer **one option** for adjusting the sound of your streamed audio:
 - **Equalizer**
Move the **Bass, Middle** and **Treble sliders: UP** or **DOWN** to choose how much emphasis you want on high- or low-pitch sounds from your streaming.
2. Tap **Save**. This keeps you in your adjusted sound settings and will automatically apply them whenever you stream in your current program.

OR

Tap **Save as custom**. This allows you to save your new sound settings as a program you can access and use later.

3. To discard your changes and return to the **Home** screen, tap **Cancel**.

My Hearing

- My Hearing overview
- Microphone volume
- Tinnitus
- CROS Balance
- Voice AI

My Hearing overview

Your **My Hearing menu** provides more options for hearing aid use. Options depend on your hearing aid model, features, and how it was programmed by your hearing care professional.

My Hearing menu:

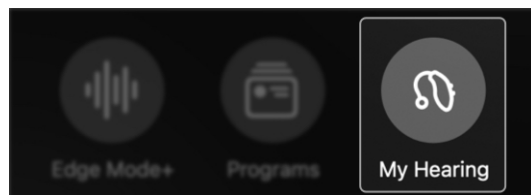
- **Microphone volume.** Right and left volume sliders allow you to adjust how loud/soft sound comes through on your hearing aid microphones.
- **Tinnitus.** Get relief for tinnitus through comforting sounds. Customize by volume or speed.
- **CROS Balance.** Get hearing help when one ear hears better than the other. Adjust audio balance if needed using a slider.
- **Accessories.** Stream audio from your wireless hearing aid accessories to your hearing aids. Adjust volume for each.
- **Voice AI.** Artificial Intelligence helps you get clearer speech and diminish background noise.
- **Self Check.** Check your hearing aid's performance. See if maintenance is needed.

My Hearing overview

- **Find My Hearing Aids.** Locate lost hearing aids using your app.
- **My settings.** Enhance your hearing aid use even further with added settings like Tap Control, Audio streaming and more.

To get to the My Hearing menu:

On the **Home screen**, tap the **My Hearing button**. The **My Hearing menu** appears, showing all hearing aid options.



Microphone volume

Microphone volume lets you control how loud or soft you want sound to come through your hearing aids.

Adjusting your microphone volume

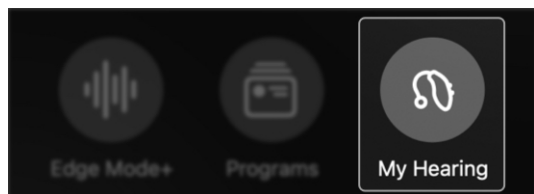
For both ears:

Move the **volume slider** at the bottom of the **Home screen** to adjust the **microphone volume** for both ears.



For each individual ear:

1. On the **Home screen**, tap the **My Hearing** button.

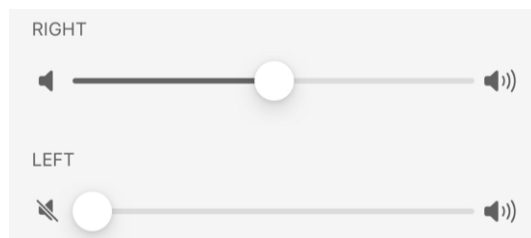


2. The **My Hearing** menu appears. Tap **Microphone volume**.

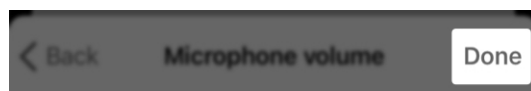


Microphone volume

3. **Right and left sliders** appear. Move these to adjust the **microphone volume** for each corresponding hearing aid.



4. Tap **Done** to save and exit.

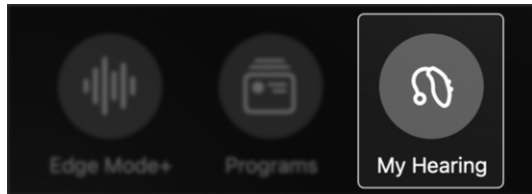


Tinnitus

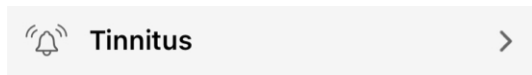
Tinnitus is a “ringing” or other continuous sound in your ear that only you can hear. Your app may help relieve tinnitus using technology that plays comforting sounds through your hearing aids. These can help mask tinnitus “sounds.”

To use the Tinnitus screen (if applicable):

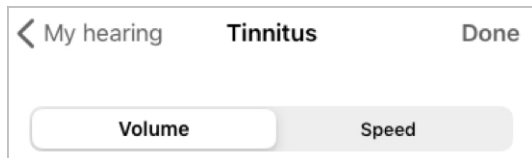
1. On the **Home screen**, tap the **My Hearing button**.



2. The **My Hearing menu** appears. Tap **Tinnitus**.



3. Customize the **volume** or **speed** of the tinnitus relief sounds to suit your personal needs.



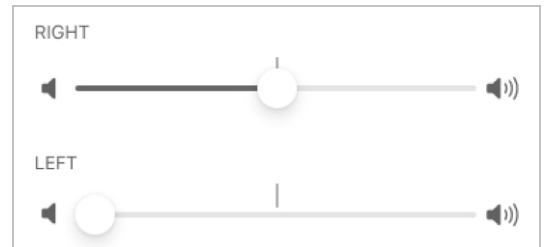
Tinnitus

To control the volume of the comfort sounds:

1. Ensure the **Volume tab** is open. (This tab should be open by default.)



2. Move the **right** (right hearing aid) and **left** (left hearing aid) **sliders** to adjust the **volume** of the comfort sounds:
 - For **LESS volume**, move sliders **LEFT**.
 - For **MORE volume**, move sliders **RIGHT**.



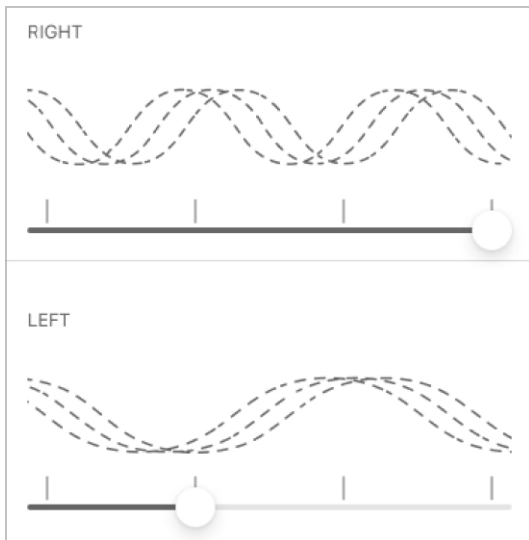
Tinnitus

To control the speed of the comfort sounds:

1. Tap the **Speed** tab.



2. Move the **right** (right hearing aid) and **left** (left hearing aid) **sliders** to adjust the speed and variation of the comfort sounds:
 - For **LESS** speed/variation, move sliders **LEFT**.
 - For **MORE** speed/variation, move sliders **RIGHT**.

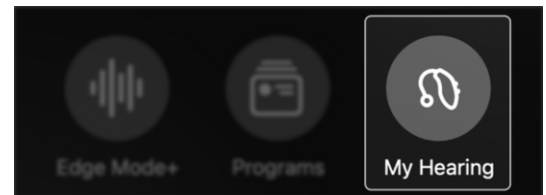


CROS Balance

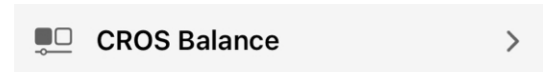
Your hearing aids may use **CROS Balance** (Contralateral Routing of Signals) to help you hear better when one ear has more hearing loss than the other.

To use **CROS Balance** to adjust the **audio balance** (if applicable):

1. On the **Home screen**, tap the **My Hearing** button.



2. The **My Hearing** menu appears. Tap **CROS Balance**.

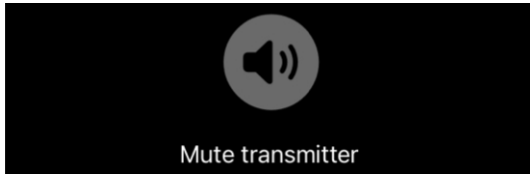


3. The **CROS Balance** screen appears. Move the **slider** to adjust the **sound balance** between the poorer-hearing ear (transmitter) and the better-hearing ear (receiver).



CROS Balance

4. You can also mute the **transmitter** by tapping the **Mute transmitter button** at the top of the screen.

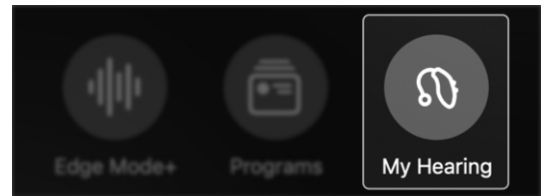


Voice AI

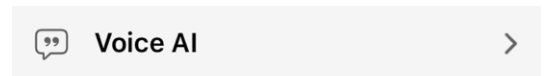
Your hearing aids may use Voice AI (Artificial Intelligence) to make nearby speech clearer while diminishing background noise.

To use Voice AI (if applicable):

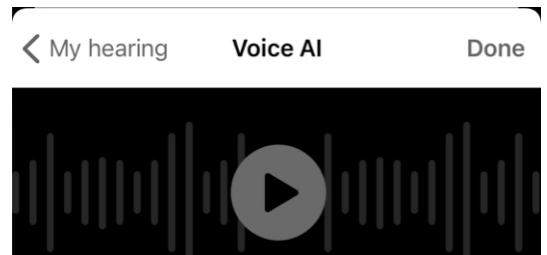
1. On the **Home screen**, tap the **My Hearing button**.



2. The **My Hearing menu** appears. Tap **Voice AI**.



3. Point your phone's **microphone** in the direction of the person(s) you want to hear.
4. Tap the **Play button** at the top of the screen to receive **audio**.

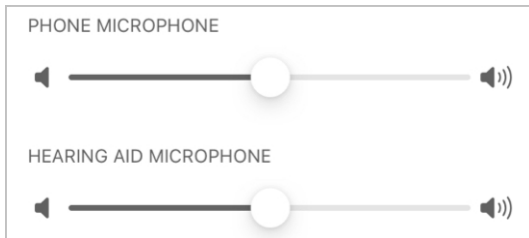


Voice AI

5. Keep the **Regular tab** selected or tap the **Enhanced tab** to enhance speech further.



6. If needed, adjust your phone or hearing aid microphone volumes by moving the **sliders**.



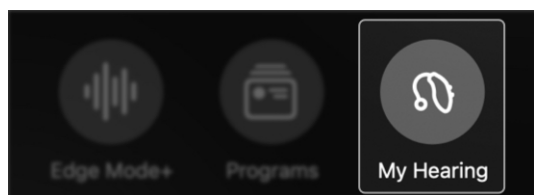
Find My Hearing Aids

Find My Hearing Aids

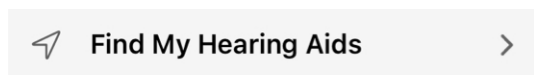
Find My Hearing Aids allows you to track the last known general location of your hearing aids. Ideal if you discover one of your hearing aids is missing.

Using Find My Hearing Aids

1. On the **Home screen**, tap the **My Hearing** button.



2. The **My Hearing** menu appears. Tap **Find My Hearing Aids**.

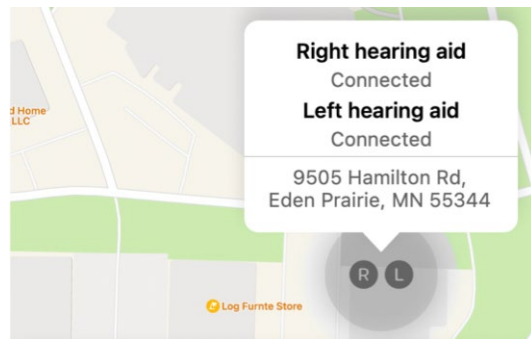


3. A **map** appears with indicators showing the general location of:
 - Where your hearing aid(s) was last connected to your phone or other device.

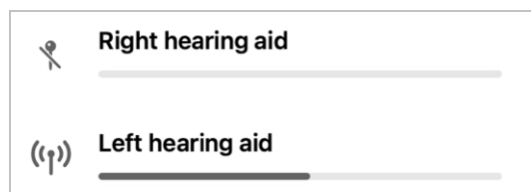
OR

- Where your hearing aid(s) is currently connected to your phone or other device.

Find My Hearing Aids



4. Ensure your app has been given access to **Location Services**. Go to **Settings > Privacy > Location Services**. Turn **Location Services ON** if needed.
5. Below the map, view the **signal bars** for each hearing aid. The length of the bars helps show the proximity of your hearing aids to you:
 - The **longer** the bar, the **closer** your hearing aid is to you.
 - The **shorter** the bar, the **further** your hearing aid is from you.



Reminder – The signal bars will only show if your hearing aid has power and is connected to your device.

Self Check

- Using Self Check
- Self Check results

Using Self Check

Use **Self Check** to perform a diagnostic test on your hearing aids' electronic components. This tells you if your hearing aids are in working order or if maintenance may be needed – including steps you can try yourself. It's best to run Self Check monthly or sooner if you notice any issues.

Electronic components include:

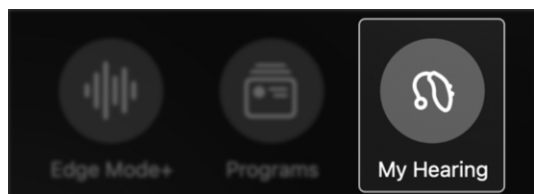
- Microphone
- Receiver
- Circuit

Possible issues include:

Buildup of wax or other debris on/near the electronic components.

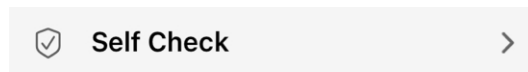
To run Self Check:

1. On the **Home screen**, tap the **My Hearing button**.



Using Self Check

2. The **My Hearing menu** appears. Tap **Self Check**.



3. Put your hearing aids in the **first/default program**.
4. Find a quiet place and take your **hearing aids** from your ears.
5. Place your **hearing aids** on a flat surface. Ensure the side that goes into your ear is face-up.
6. Tap **Run Self Check** to begin the Self Check.



7. **Self Check** runs, and then a **results screen** appears for your review.

Last check: 01/05/2023	Left	Right
Receiver Details	✓	✓
Microphone Details	✓	✓
Circuit Details	✓	✓

Self Check results

After running Self Check, a **results screen** appears. This details the conditions of your right and left hearing aids. And any potential issues that need attention.

Results key:

- **Green** ✓ = Normal performance
- **Yellow** ! = Needs attention or cleaning
- **Red X** = Hearing care professional needed for cleaning or repair

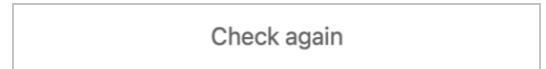
Last check: 01/05/2023	Left	Right
Receiver Details	✓	✗
Microphone Details	✓	✓
Circuit Details	!	✓

Self Check results

1. Tap **Details** under **“Receiver”**, **“Microphone”** or **“Circuit”** to view further info on the result. Plus, get instructions on cleaning or maintenance.



2. Tap **Check again** after maintenance to ensure any issues were resolved.



My settings

- My settings overview
- About my hearing aids
- Firmware Updates
- Tap Control
- Apple phone audio streaming
- Android phone audio streaming
- Accessory audio streaming
- Smart Assistant mic
- Auto Sleep
- Accept/end/decline call
- Offline mode

My settings overview

Your **My settings** menu offers additional features and functions to help you get the most out of your hearing aids. All customizable, these include tap control, audio streaming, auto sleep, and more. (Menu items may vary.)

My settings menu:

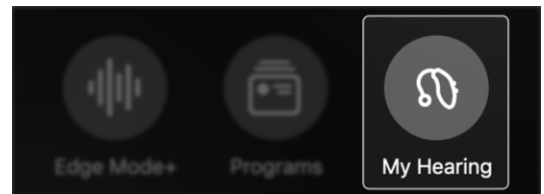
- **About my hearing aids.**
Get information on hearing aid model, serial number, and firmware updates.
- **Tap Control.** Access and change Tap Control settings.
- **Audio streaming.** Access and change audio streaming settings.
- **Smart Assistant mic.** Access and change Smart Assistant mic settings.
- **Auto Sleep.** Move the toggle to allow your hearing aids to turn ON or OFF after 15 minutes and no motion detected.
- **Accept/end/decline call.**
Move the toggle to allow your hearing aid user control to answer, end or decline phone calls.

My settings overview

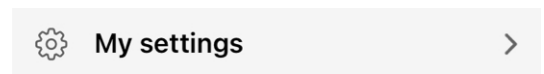
- **Offline mode.** Turn OFF the Bluetooth connection in your hearing aids so that they are unable to communicate with any other devices.

To use My settings:

1. On the Home screen, tap the **My Hearing button**.



2. The **My Hearing menu** appears. Tap **My settings**.



3. Adjust or activate the **settings for each feature** to suit your hearing needs.

About my hearing aids

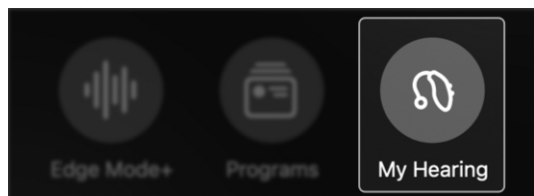
Learn in-depth info about your hearing aids using **About my hearing aids**.

This includes your hearing aid's:

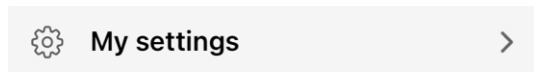
- Name
- Type
- Serial number
- Firmware version
- Firmware update availability

To access **About my hearing aids**:

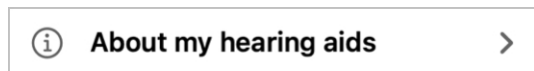
1. On the **Home screen**, tap the **My Hearing button**.



2. The **My Hearing menu** appears. Tap **My settings**.



3. The **My settings menu** appears. Tap **About my hearing aids**.



4. View your hearing aid info.

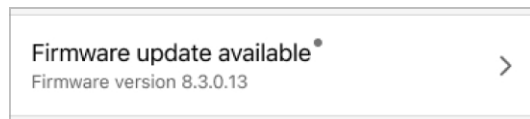
Firmware updates

Firmware updates are changes made to the algorithms and processes of your hearing aid's operating system. These changes are designed to help improve your hearing experience.

When a firmware update to your hearing aids is available, a notification appears on your app Home screen. To install the update, you will tap this notification then follow the instructions on the app screens thereafter. These involve:

- Taking off your hearing aids
- Placing them next to your smartphone or other device
- Leaving your app open and waiting for the update to complete

Reminder – You can also access any outstanding firmware updates by tapping **My Hearing > My settings > About my hearing aids**.



Tap Control

Tap Control allows you to perform an action by double-tapping on or near your hearing aid, using your fingers.

Examples: Enable Edge Mode+.

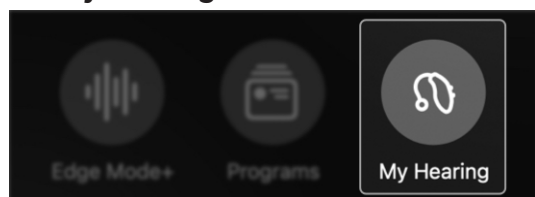
Launch Smart Assistant.

Start/stop audio streaming.

Options may vary.

To activate Tap Control:

1. On the **Home screen**, tap the **My Hearing** button.



2. The **My Hearing** menu appears. Tap **My settings**.



3. The **My settings** menu appears. Select **Tap Control**.



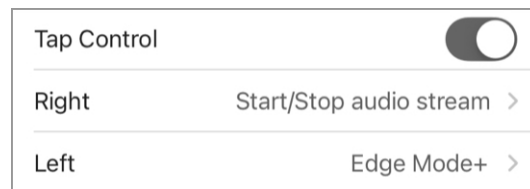
4. Turn on **Tap Control** by moving the switch to the **RIGHT**.



Tap Control

To set Tap Control actions:

Tap the **feature** you want activated for each hearing aid. Or if you want to turn **OFF** Tap Control, move the **toggle**. (Tap Control will be **ON** by default.)



Right hearing aid options:

- None
- Smart Assistant
- Edge Mode+
- Start/stop audio stream

Left hearing aid options:

- None
- Smart Assistant
- Edge Mode+
- Start/stop audio stream

To set Tap sensitivity:

You can choose how much force on your hearing aids is needed to activate Tap Control.



Tap Control

Reminder – Sensitivity to lighter taps may trigger Tap Control when putting on or removing glasses.

Tap one option:

- **Less** (firmer taps are needed to activate Tap Control)
- **Default** (the standard Tap Control sensitivity)
- **More** (lighter taps will activate Tap Control)

Less	
Default	✓
More	

Apple phone audio streaming

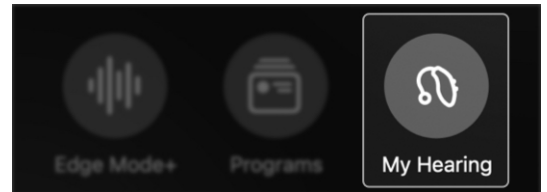
Use this app to stream audio to your hearing aids from your Apple phone. Plus, customize how you'd like to hear the audio.

Audio options include:

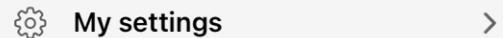
- Microphone volume when streaming
- Phone call audio
- Other steamed media audio

To customize your streamed audio:

1. On the **Home screen**, tap the **My Hearing button**.



2. The **My Hearing menu** appears. Tap **My settings**.



3. The **My settings menu** appears. Tap **Audio streaming**.



Apple phone audio streaming

- Under “**STREAMED AUDIO FROM PHONE**,” tap the **setting(s)** you’d like to adjust.

Next, tap 1 of 3 **customize options**:

STREAMED AUDIO FROM PHONE	
Mic volume during stream	Mute >
Phone call audio	Treble boost >
Media audio	Treble boost >

- Mic volume during stream.**

Adjust the amount of background sound you hear while using your hearing aid microphone.

- **No change:** Keeps the full audio coming from hearing aid microphone.
- **Decrease:** Turns hearing aid microphone down halfway.
- **Mute:** Hearing aid microphone is off. Streamed audio only.

STREAMED AUDIO FROM PHONE	
Mic volume during stream	Mute >
Phone call audio	Treble boost >
Media audio	Treble boost >

- Phone call audio.** Adjust the streamed audio from phone calls.

Apple phone audio streaming

- **For you:** Streamed audio is matched to suit your specific hearing loss.
- **Bass boost:** Streamed audio has enhanced bass sound.
- **Treble boost:** Streamed audio has enhanced treble sound.
- **Overall boost:** Streamed audio has enhanced overall sound.

For you	
Treble boost	✓
Bass boost	
Overall boost	

- Media audio.** Adjust the streamed audio from media (music, podcasts, videos, etc.)

- **For you:** Streamed audio is matched to suit your specific hearing loss.
- **Bass boost:** Streamed audio has enhanced bass sound.
- **Treble boost:** Streamed audio has enhanced treble sound.
- **Overall boost:** Streamed audio has enhanced overall sound.

For you	
Treble boost	✓
Bass boost	
Overall boost	

Android phone audio streaming

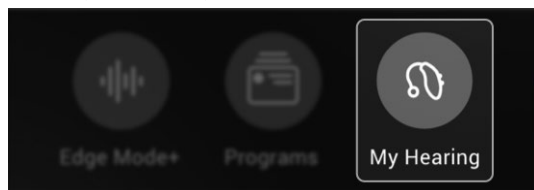
Use your app to stream audio to your hearing aids from your Android phone. Plus, customize how you'd like to hear the audio.

Audio options include:

- Microphone volume when streaming
- Streamed media audio.

To customize your streamed audio:

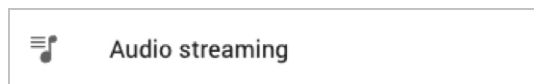
1. On the **Home screen**, tap the **My Hearing button**.



2. The **My Hearing menu** appears. Tap **My settings**.

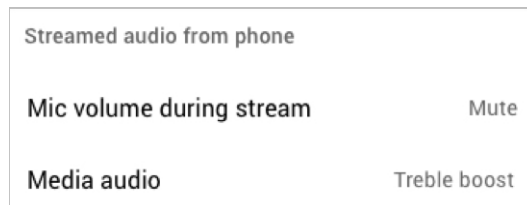


3. The **My settings menu** appears. Tap **Audio streaming**.



Android phone audio streaming

4. Under **"Streamed audio from phone,"** tap the **setting(s)** you'd like to adjust. Next, choose/tap a **customize option**:



1. **Mic volume during stream.**

Adjust the amount of background sound you hear while using your hearing aid microphone.

- **No change:** Keeps the full audio coming from hearing aid microphone.
- **Decrease:** Turns hearing aid microphone down halfway.
- **Mute:** Hearing aid microphone is off. Streamed audio only.



Android phone audio streaming

2. **Media audio.** Adjust the streamed audio from media (music, podcasts, videos, etc.)
 - **For you:** Streamed audio is matched to suit your specific hearing loss.
 - **Bass boost:** Streamed audio has enhanced bass sound.
 - **Treble boost:** Streamed audio has enhanced treble sound.
 - **Overall boost:** Streamed audio has enhanced overall sound.

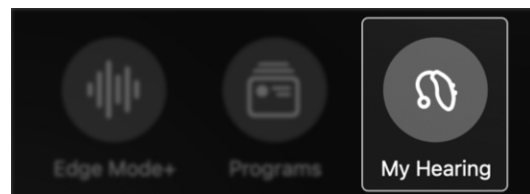
For you	<input type="radio"/>
Treble boost	<input checked="" type="radio"/>
Bass boost	<input type="radio"/>
Overall boost	<input type="radio"/>

Accessory audio streaming

Use this app to stream audio to your hearing aids from your accessories. These may include your TV Streamer, Mini Remote Mic and Table Mic. Plus, customize exactly how you'd like to hear the audio.

To customize your streamed audio:

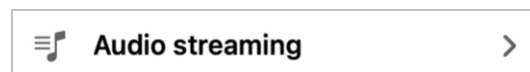
1. On the **Home screen**, tap the **My Hearing button**.



2. The My Hearing menu appears. Tap **My settings**.



3. The **My settings menu** appears. Tap **Audio streaming**.



Accessory audio streaming

- Under “**STREAMED AUDIO FROM ACCESSORIES,**” tap the **setting(s)** you’d like to adjust. Next, choose/ tap a customize option:

STREAMED AUDIO FROM ACCESSORIES	
Mic volume during stream	For you >
TV Streamer audio	Treble boost >
Remote Mic+ audio	Bass boost >

- Mic volume during stream.**

Adjust the amount of background sound you hear while using your hearing aid microphone.

- **No change:** Keeps the full audio coming from hearing aid microphone.
- **Decrease:** Turns hearing aid microphone down halfway.
- **Mute:** Hearing aid microphone is off. Streamed audio only.

No Change	
Decrease	
Mute	✓

Accessory audio streaming

- Accessory (TV Streamer, Mini Remote Mic or Table Mic).** Adjust the streamed audio from the accessory.

- **For you:** Streamed audio is matched to suit your specific hearing loss.
- **Bass boost:** Streamed audio has enhanced bass sound.
- **Treble boost:** Streamed audio has enhanced treble sound.
- **Overall boost:** Streamed audio has enhanced overall sound.

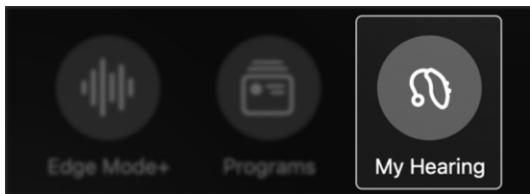
For you	
Treble boost	✓
Bass boost	
Overall boost	

Smart Assistant mic

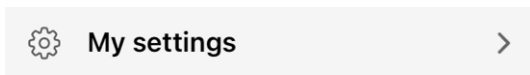
Smart Assistant allows you to speak questions or commands to your smartphone or device using your hearing aid microphone or phone microphone. Change programs, set reminders, ask questions on hearing aid topics and more.

To choose the microphone that will pick up your voice when using Smart Assistant:

1. On the **Home screen**, tap the **My Hearing button**.



2. The **My Hearing menu** appears. Tap **My settings**.



3. On the **My settings menu**, tap **Smart Assistant mic**. The **Smart Assistant screen** appears.



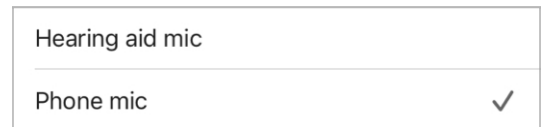
Smart Assistant mic

4. Choose which microphone you'd like to pick up your voice when using Smart Assistant by tapping:

- Hearing aid mic

OR

- Phone mic



5. Tap **Done**. You can begin speaking questions or commands into the microphone you chose.

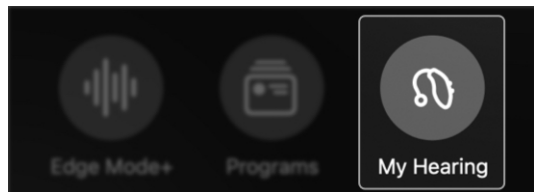


Auto Sleep


Auto Sleep allows your hearing aids to automatically turn off when no motion is detected for 15 minutes.

To turn Auto Sleep "ON" or "OFF":

1. On the **Home screen**, tap the **My Hearing button**.



2. The **My Hearing menu** appears. Tap **My settings**.

 **My settings** >

3. Find **Auto Sleep** in the **My settings menu**. Activate by moving the **toggle** to the **RIGHT**. Or turn **OFF** by moving the **toggle** to the **LEFT**.

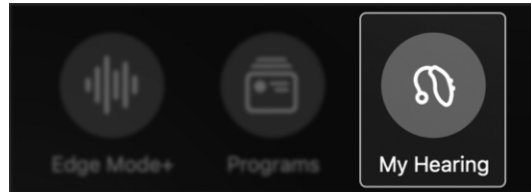


Accept/end/decline call


Accept/end/decline call allows you to answer or reject a mobile phone call using your hearing aid user control.

To turn this feature ON or OFF:

1. On the **Home screen**, tap the **My hearing button**.



2. The **My hearing menu** appears. Tap **My settings**.

 **My settings** >

3. Find **Accept/end/decline call** in the **My settings menu**. Activate by moving the **toggle** to the **RIGHT**. Or turn **OFF** by moving the **toggle** to the **LEFT**.



Accept/end/decline call

To **ACCEPT** an incoming call:

Press the user control of one of your hearing aids and immediately release. Your call will be answered and begin streaming through your hearing aids.

To **DECLINE** an incoming call:

Press and hold the user control of one of your hearing aids for 1 second and then release. Your call will be declined and go to the voicemail of your smartphone.

To **END** a call in progress:

Press and hold the user control of one of your hearing aids for 1 second and then release. Your call will be disconnected.

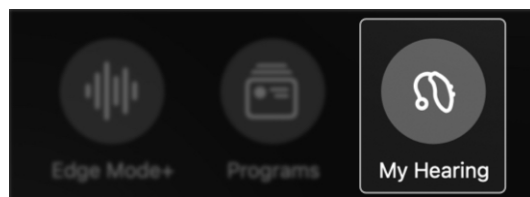
Offline mode

Offline mode allows you to turn OFF the Bluetooth connection in your hearing aids so that they are unable to communicate with any other devices.

Offline mode is typically used to access an area where Bluetooth devices are not allowed. Example: A secure facility.

To activate offline mode:

1. On the **Home** screen, tap **My Hearing**.



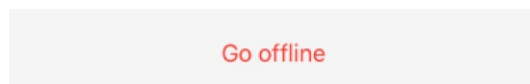
2. On the **My Hearing** menu, tap **My settings**.



3. On the **My settings** menu, tap **Offline mode**.

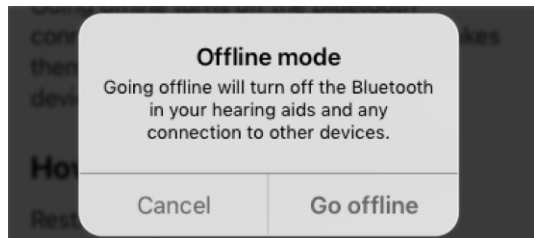


4. On the bottom of the **Offline mode** screen, tap **Go offline**.



Offline mode

5. A **dialog box** appears, confirming that going offline will turn **OFF** the Bluetooth in your hearing aids and any connection to other devices. Tap **Go offline**.



Your hearing aids are now in offline mode. They are no longer connected to Bluetooth or any other devices.

To restore connection to Bluetooth and your hearing aids:

Restart your hearing aids.

Reminder – If each hearing aid has a user control, you may press and hold the **button** to turn Bluetooth back **ON**.

Your hearing aids will reconnect to Bluetooth and any other devices they were connected to before going offline.

Health

- Health overview
- Hearing report
- Steps
- Standing
- Exercise
- Walking
- Running
- Indoor biking
- Aerobics
- Change goals

Health overview

Studies show that better hearing contributes to overall health – and that’s what the **Health section** is about. This allows you to monitor your health. Plus, set hearing and fitness goals to help you stay healthy.

Finding your Health screen

On the **Home screen**, tap the **Health button**.

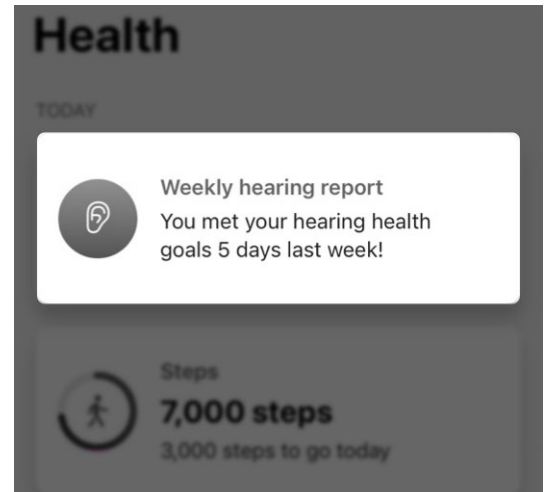


Using the Health screen

1. Read your Hearing report (updates every Sunday):

- See at-a-glance **insights** on how you’re progressing with your hearing aid usage and interaction goals.
- Tap the **Hearing report** for more about your hearing usage by **day** or **week**. Or change your **goals**.

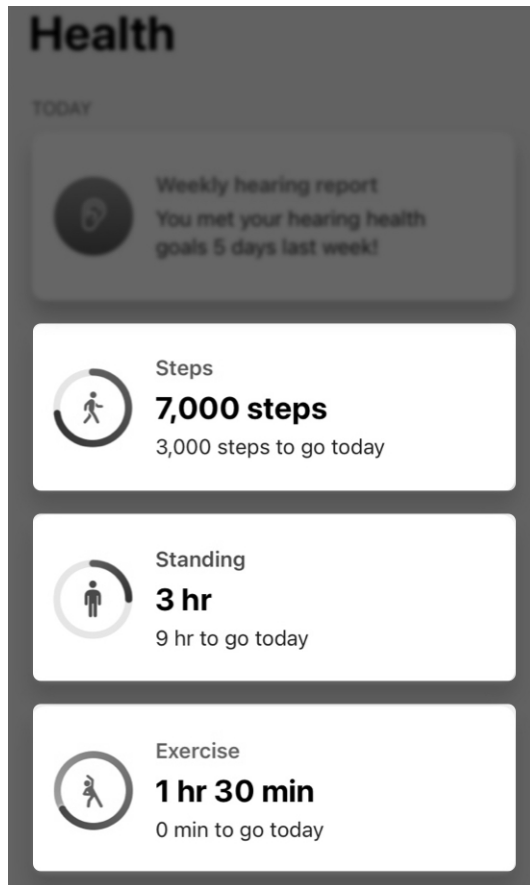
Health overview



2. View daily updates on your physical activity:

- See at-a-glance **updates** on the day’s activities.

Health overview



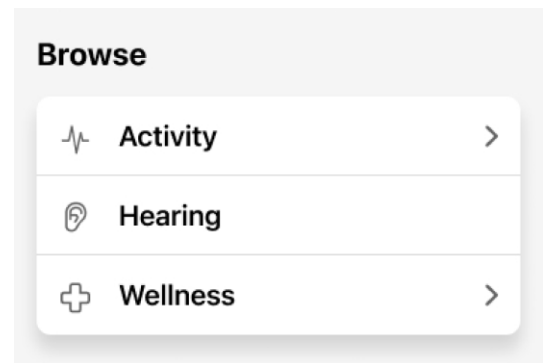
Reminder – Only your **top 3 activities** for the current day will appear on the main **Health screen**.

- Tap **any of these categories** to learn more about what is being monitored. You can also view progress or insights. Or change your goal. Activity options may vary.

Health overview

3. View hearing, health, and wellness insights (under “Browse”):

- **Activity:** On this menu, tap the activity you’d like to view.
- **Hearing:** Tap into your **hearing report** to see hearing aid usage and interaction and change **goals**.
- **Wellness:** Track your falls to help determine if Fall Alert or other assistance is needed. (Skip to **Step 4 – “Additional setup”** to set up Fall Alert.)



Health overview

4. **Set up features to support your health goals (under “Additional setup”):**
 - Set up **Fall Alerts** to notify close contacts if you fall.
 - Invite your caregiver(s) to the **Hear Share app** to keep them informed of your progress.

Additional setup



Fall Alerts

Send text alerts to contacts if you fall.

Set up Fall Alerts



Share with caregivers

Give loved ones peace of mind with Hear Share.

Set up sharing

Hearing report

Your **Hearing report** offers a snapshot of your hearing health. This includes your progress toward hearing aid usage and interaction goals:

- **Hearing aid usage:** Tracks amount of time spent wearing your hearing aids.
- **Interaction:** Tracks amount of time spent in conversation or streaming audio.
- **Environments:** Provides insights on noise levels and hearing aid noise management features.

Using the Hearing report:

1. On the **Home** screen, tap the **Health** button.



2. The **Health screen** appears. Tap your **Weekly hearing report**.

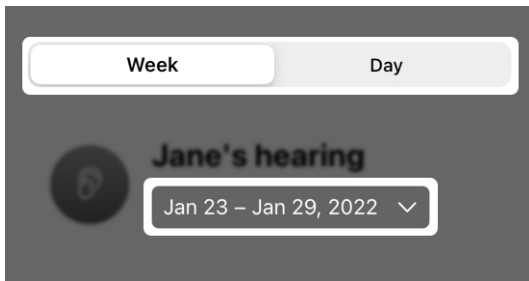


Weekly hearing report

You met your hearing health goals 5 days last week!

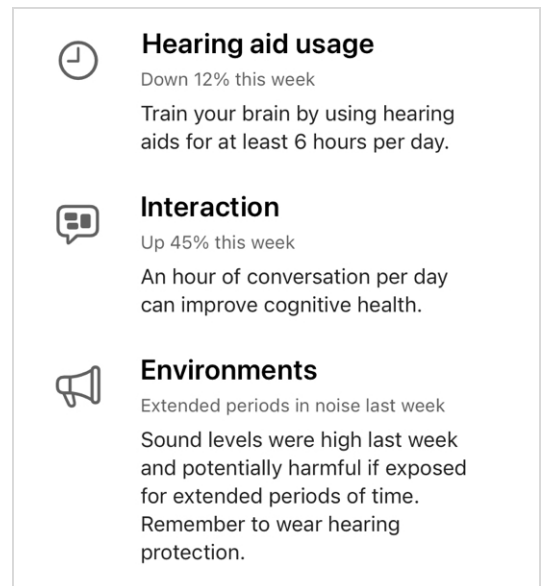
Hearing report

- On the **Hearing screen** that appears: Tap the **Week** or **Day** button to view **hearing activity** for the timeframe you want. Next (if desired), select a **specific day or week** from the **date dropdown menu** under **Your name**.



- For each category (**Hearing aid usage**, **Interaction** and **Environments**), view:
 - Detail** on your activity progress.
 - Insight** into hearing health and how you're tracking against your goals.

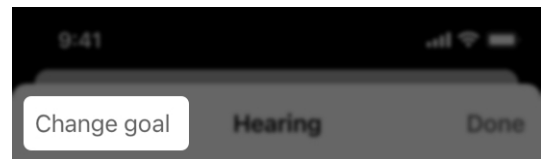
Hearing report



To change a Hearing goal:

Tap **Change goal** on the **Hearing screen**. This takes you to the **Hearing goal screen**, where you can customize your daily **Hearing aid usage** and **Interaction** goals to suit your needs.

Note: Location of **Change goal** button may vary by phone.



Steps

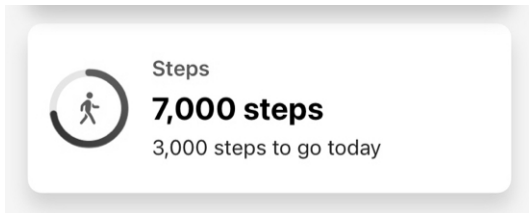
Your hearing aids measure the number of steps you take throughout the day. The **Steps screen** shows your progress of taking steps. The steps counted can be from walking, running and other daily activities.

Using your Steps screen

1. On the **Home screen**, tap the **Health button**.



2. The **Health screen** appears. Tap your **Step card** (if displayed).



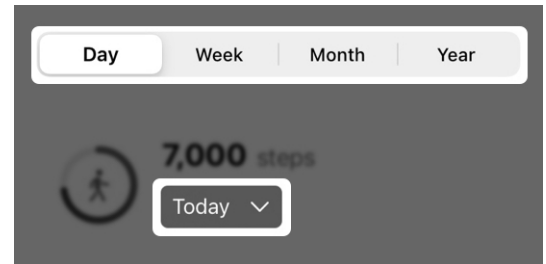
OR

3. Under **"Browse,"** tap **Activity**. On the **Activity screen** that appears, tap **Steps**.



Steps

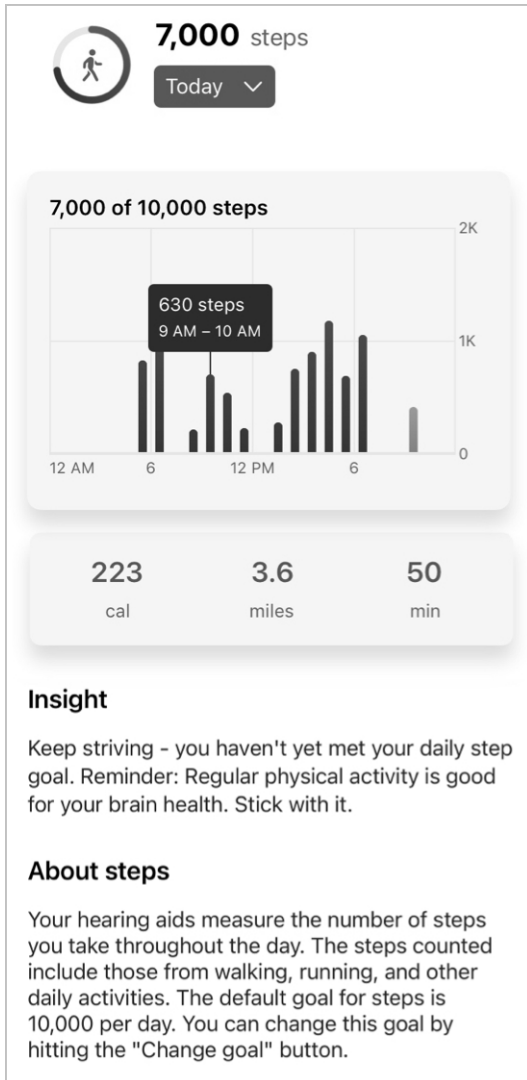
4. Tap a **Day, Week, Month** or **Year button** to view **progress** for the timeframe you want. Next (if desired), choose a **specific date** from the **dropdown menu** under your current step count.



5. View:

- **Your total and average number** of steps.
- **Graphical look** at your step progress.
- **Calories used plus distance and minutes/hours** achieved.
- **Insight** about your steps.
- **General info** on steps and how they're tracked.

Steps

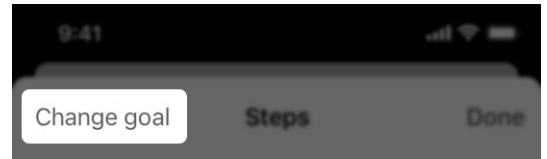


Steps

To change your Steps goal:

Tap **Change goal** on the **Steps** screen. This takes you to the **Steps goal screen**, where you can customize your goal to suit your needs.

Note: Location of **Change goal** button may vary by phone.



Standing

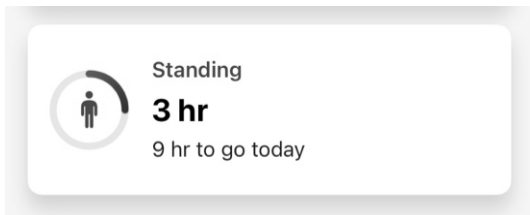
Your hearing aids can detect when you stand and move. Your **Standing screen** shows your standing progress. The count you see credits each hour you stood and moved for at least 1 minute during the day.

Using your Standing screen

1. On the **Home screen**, tap the **Health card**.



2. The **Health screen** appears. Tap your **Standing card** (if displayed).



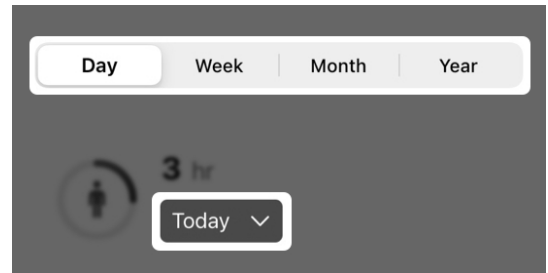
OR

3. Under **"Browse,"** tap **Activity**. On the **Activity screen** that appears, tap **Standing**.



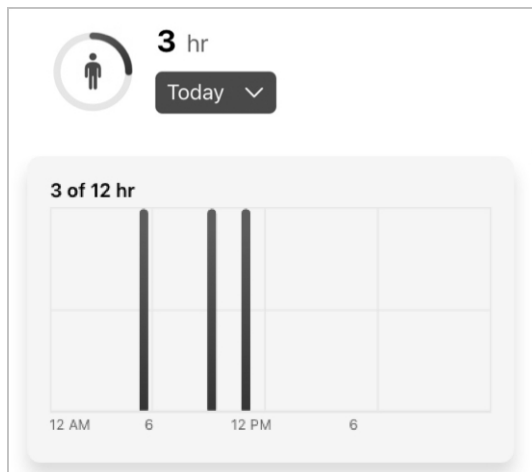
Standing

4. Tap a **Day, Week, Month or Year button** to view progress for the timeframe you want. Next (if desired), choose a **specific date** from the **dropdown menu** under your current **stand count**.



5. View:
 - **Your total and average amount of time spent** standing.
 - **Graphical look** at standing progress.
 - **Insight** about your standing.
 - **General info** on standing and how it's tracked.

Standing



Insight

Finding it hard to meet your daily standing goal? Stay the course. Studies show standing and moving regularly throughout the day can reduce your risk of obesity and heart disease.

About standing

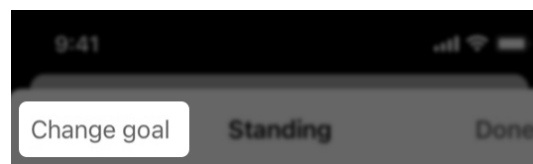
Your hearing aids can detect when you stand and move. The count displayed here is a credit for each hour that you stood and moved for at least one minute. The default goal for standing is 12 hours. You can change this goal by hitting the "Change goal" button.

Standing

To change your Standing goal:

Tap **Change goal** on the **Standing screen**. This takes you to the **Standing goal screen**, where you can customize your goal to suit your needs.

Note: Location of **Change goal button** may vary by phone.



Exercise

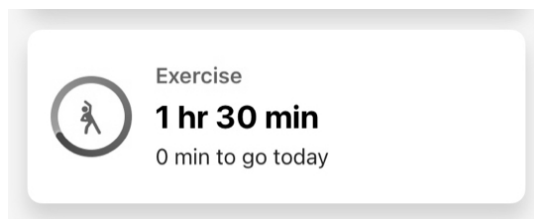
Your hearing aids can categorize your physical activities and measure the amount of time you spend exercising throughout the day. Your **Exercise screen** shows your physical exercise progress. This can include time tracked for all activities, including brisk walking, running, indoor biking, and aerobics.

Using your Exercise screen

1. On the **Home screen**, tap the **Health button**.



2. The **Health screen** appears.
Tap your Exercise card (if displayed).



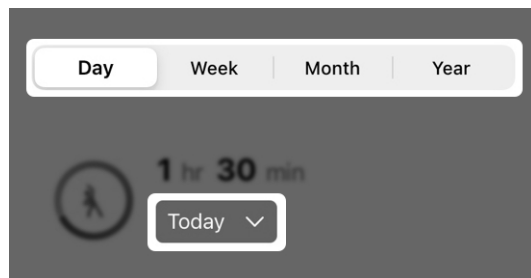
OR

3. Under **"Browse,"** tap **Activity**.
On the **Activity screen** that appears, tap **Exercise**.



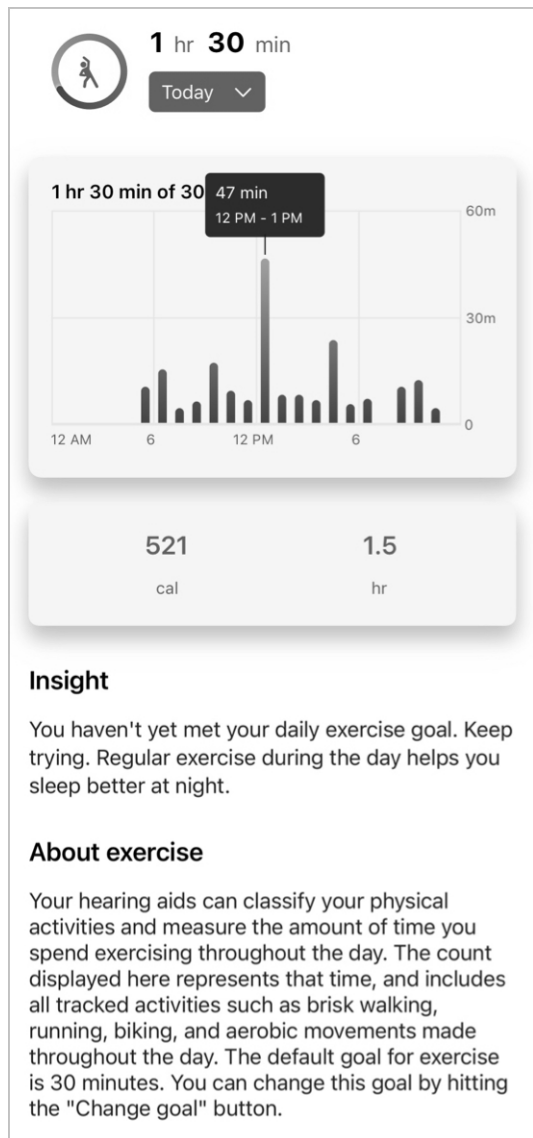
Exercise

4. Tap a **Day, Week, Month** or **Year button** to view exercise progress for the timeframe you want. Next (if desired), choose a **specific date** from the **dropdown menu** under your current **exercise count**.



5. View:
 - **Your total and average time spent** exercising.
 - **Graphical look** at exercise progress.
 - **Calories used and minutes or hours spent** exercising.
 - **Insight** about your exercising.
 - **General info** about exercise and how it's tracked.

Exercise



Insight

You haven't yet met your daily exercise goal. Keep trying. Regular exercise during the day helps you sleep better at night.

About exercise

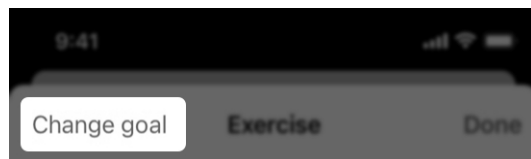
Your hearing aids can classify your physical activities and measure the amount of time you spend exercising throughout the day. The count displayed here represents that time, and includes all tracked activities such as brisk walking, running, biking, and aerobic movements made throughout the day. The default goal for exercise is 30 minutes. You can change this goal by hitting the "Change goal" button.

Exercise

To change your Exercise goal:

Tap **Change goal** on the **Exercise screen**. This takes you to the **Exercise goal screen**, where you can customize your goal to suit your needs.

Note: Location of **Change goal button** may vary by phone.



Your hearing aids may measure the number of steps you take throughout the day. Your **Walking screen** shows your walking progress.

Reminder – Steps shown on this screen are specific to walking. They do not include steps taken during other activities. (Example: Running.)

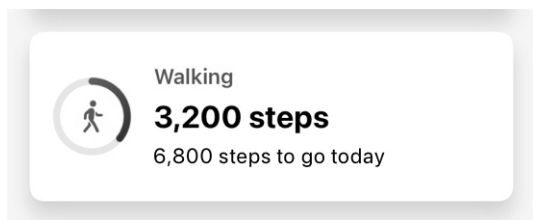
Walking

Using your Walking screen

1. On the **Home screen**, tap the **Health button**.



2. The **Health screen** appears. Tap your **Walking card** (if displayed).



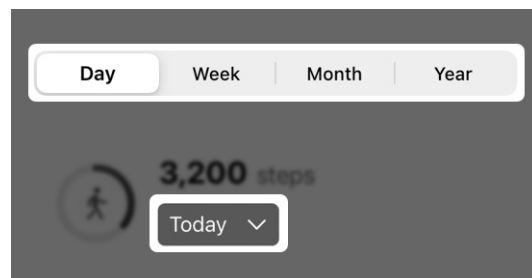
OR

3. Under **"Browse,"** tap **Activity**. On the **Activity screen** that appears, tap **Walking**.



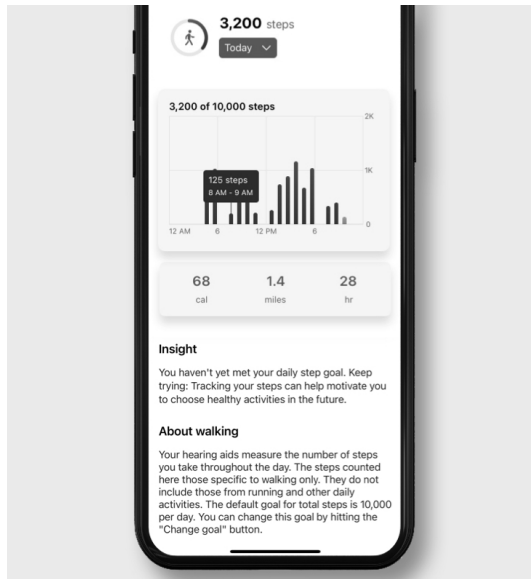
Walking

4. Tap a **Day, Week, Month** or **Year button** to view **walking progress** for the timeframe you want. Next (if desired), choose a **specific date** from the **dropdown menu** under your current walking count.



5. View:
 - **Your total and average number** of steps.
 - **Graphical look** at your walking progress.
 - **Calories used plus distance and minutes/hours** achieved.
 - **Insight** about your walking.
 - **General info** about walking and how it's tracked.

Walking



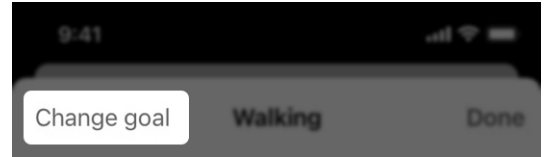
Reminder – Time spent walking counts toward your total Steps goal. This goal tracks the number of steps you take during walking, running and other daily activities.

To change your Steps goal:

Tap **Change goal** on the **Walking screen**. This takes you to the **Steps goal screen**, where you can customize your goal to suit your needs.

Walking

Note: Location of **Change goal** button may vary by phone.



Note: Activity tracking options may vary by product.

Running

Your hearing aids may categorize your physical activities and measure the:

- Amount of steps you take while running.
- Amount of time you spend running.

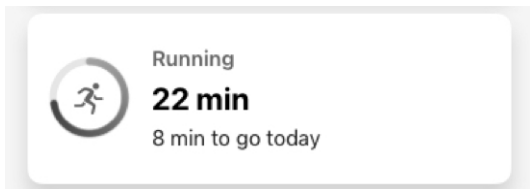
Your **Running screen** shows your running progress.

Using your Running screen

1. On the **Home screen**, tap the **Health button**.



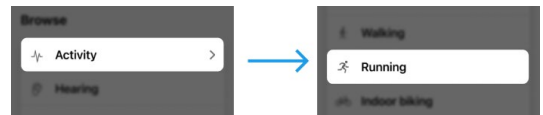
2. The **Health screen** appears. Tap your **Running card** (if displayed).



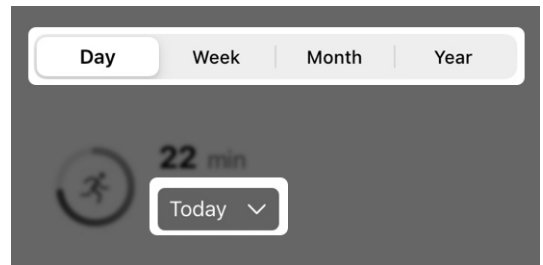
OR

3. Under **"Browse,"** tap **Activity**. On the **Activity** screen that appears, tap **Running**.

Running

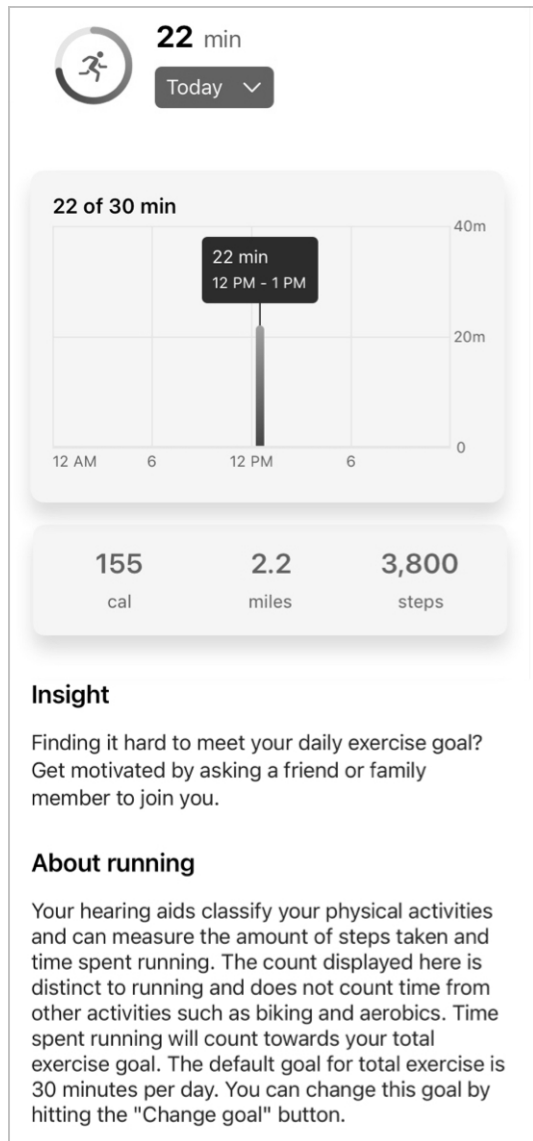


4. Tap a **Day, Week, Month** or **Year** button to view **running progress** for the timeframe you want. Next (if desired), choose a **specific date** from the **dropdown menu** under your current running count.



5. View:
 - **Your total and average amount of time spent** running.
 - **Graphical look** at running progress.
 - **Calories used plus distance and minutes/hours** achieved.
 - **Insight** about your running.
 - **General info** about running and how it's tracked.

Running



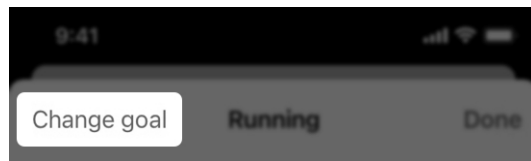
Running

Reminder – Time spent running counts toward your total **Exercise goal**. This goal tracks time spent brisk walking, running, indoor biking, and doing aerobics.

To change your Exercise goal:

Tap **Change goal** on the **Running screen**. This takes you to the **Exercise goal screen**, where you can customize your goal to suit your needs.

Note: Location of **Change goal** button may vary by phone.



Note: Activity tracking options may vary by product.

Indoor biking

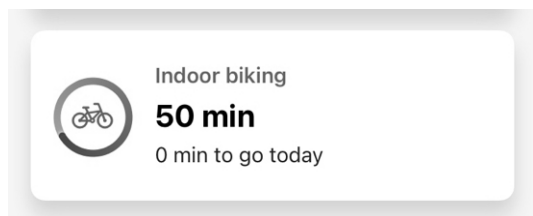
Your hearing aids may categorize your physical activities and measure the amount of time you spend riding a stationary bike. Your **Indoor biking screen** shows your progress on a stationary bike.

Using your Indoor biking screen

1. On the **Home screen**, tap the **Health button**.



2. The **Health screen** appears. Tap your **Indoor biking card** (if displayed).



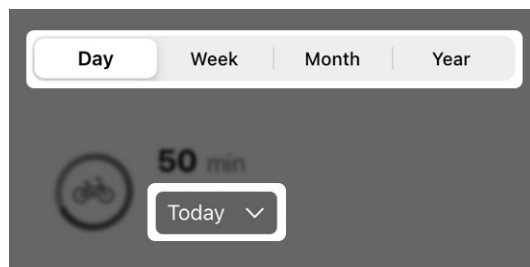
OR

3. Under **"Browse,"** tap **Activity**. On the **Activity** screen that appears, tap **Indoor biking**.



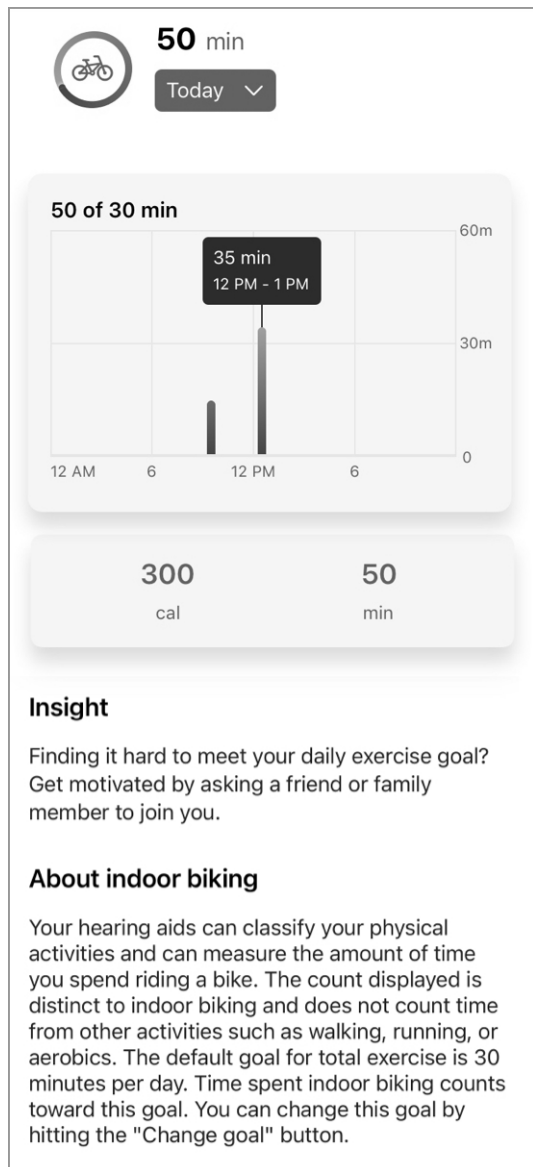
Indoor biking

4. Tap a **Day, Week, Month** or **Year button** to view goal stats for the timeframe you want. Next (if desired), choose a **specific date** from the **dropdown menu** under your current indoor biking count.



5. View:
 - **Your total and average minutes spent** indoor biking.
 - **Graphical look** at your indoor biking progress.
 - **Calories used plus minutes/hours** achieved.
 - **Insight** about your indoor biking.
 - **General info** about indoor biking and how it's tracked.

Indoor biking



Insight

Finding it hard to meet your daily exercise goal? Get motivated by asking a friend or family member to join you.

About indoor biking

Your hearing aids can classify your physical activities and can measure the amount of time you spend riding a bike. The count displayed is distinct to indoor biking and does not count time from other activities such as walking, running, or aerobics. The default goal for total exercise is 30 minutes per day. Time spent indoor biking counts toward this goal. You can change this goal by hitting the "Change goal" button.

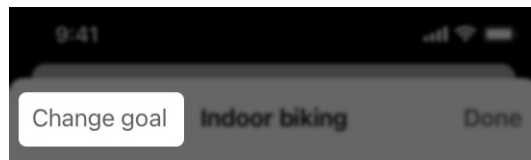
Indoor biking

Reminder – Time spent indoor biking counts toward your total **Exercise goal**. This goal tracks time spent brisk walking, running, indoor biking, and doing aerobics.

To change your Exercise goal:

Tap **Change goal** on the **Indoor biking screen**. This takes you to the **Exercise screen**, where you can customize your goal to suit your needs.

Note: Location of **Change goal button** may vary by phone.



Note: Activity tracking options may vary by product.

Aerobics

Your hearing aids may categorize your physical activities and measure the amount of time you spend doing aerobic-type movements. Your Aerobics screen shows your progress of aerobic exercise.

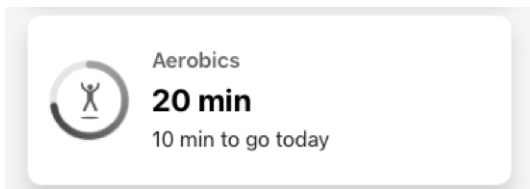
Aerobic exercise includes jumping and other vertical exercises. (Examples: *Jumping jacks, lunges, squats, toe-touches, dancing, and some yoga.*)

Using your Aerobics screen

1. On the **Home screen**, tap the **Health button**.



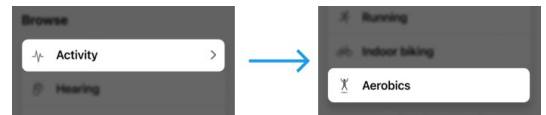
2. The **Health screen** appears. Tap the **Aerobics card** (if displayed).



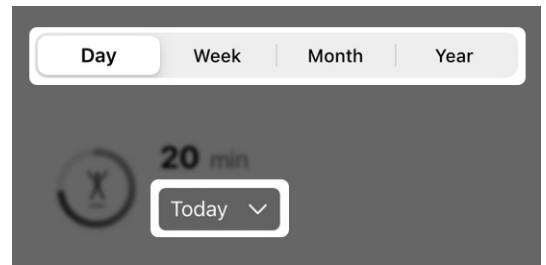
OR

3. Under **"Browse,"** tap **Activity**. On the **Activity** screen that appears, tap **Aerobics**.

Aerobics

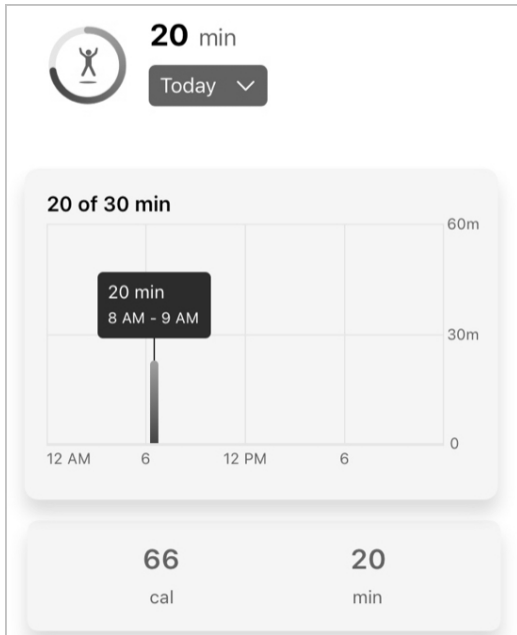


Tap a **Day, Week, Month** or **Year button** to view goal stats for the timeframe you want. Next (if desired), choose a **specific date** from the **dropdown menu** under your current aerobics count.



4. View:
 - **Your total and average minutes spent** doing aerobics.
 - **Graphical look** at your aerobics progress.
 - **Calories used plus minutes/hours** achieved.
 - **Insight** about your aerobics.
 - **General info** about aerobics and how movement is tracked.

Aerobics



Insight

Finding it hard to meet your daily exercise goal? Get motivated by asking a friend or family member to join you.

About aerobics

Your hearing aids can classify your physical activities and can measure the amount of time you spend performing a aerobic-type activity. The count displayed here is distinct to aerobics and does not count time from other activities such as running and indoor biking. Activities that constitute aerobics include jumping jacks, lunges, squats, toe touches, and some yoga and dancing. The default goal for total exercise is 30 minutes per day. Aerobic exercise counts toward this goal. You can change this goal by hitting the "Change goal" button.

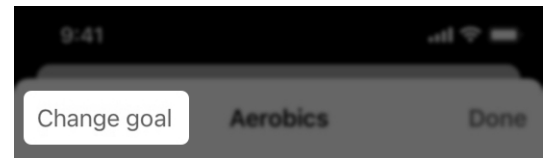
Aerobics

Reminder – Time spent doing aerobic movements count toward your total **Exercise goal**. This goal tracks time spent brisk walking, running, indoor biking, and doing aerobics.

To change your Aerobics goal:

Tap **Change goal** on the **Aerobics screen**. This takes you to the **Exercise screen**, where you can customize your goal to suit your needs.

Note: Location of **Change goal button** may vary by phone.



Note: Activity tracking options may vary by product.

Change goals

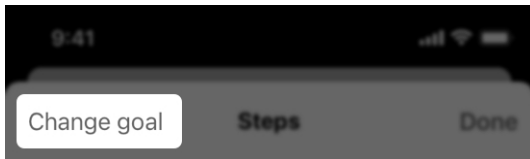
Change **Health goals** anytime to suit your hearing needs. This includes goals set for:

- **Hearing (Usage and Interaction)**
- **Steps**
- **Standing**
- **Exercise**

To change a goal:

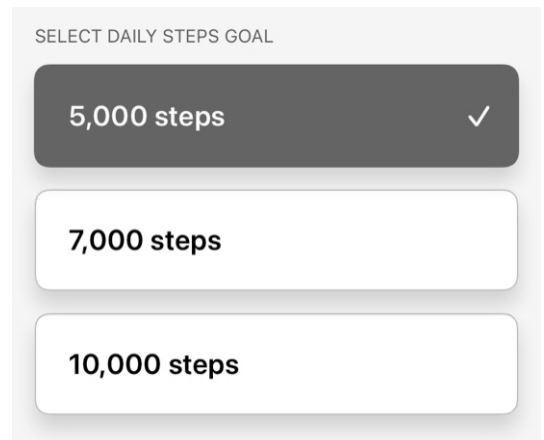
1. On any of your **activity screens**, tap **Change goal**.

Note: Location of **Change goal button** may vary by phone.



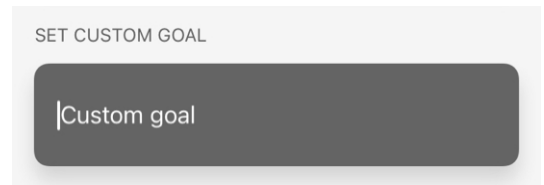
Change goals

2. On the next screen, select **ONE of the three daily goal choices**.



OR

Type your own goal into the **Set custom goal field**.



Hear Share

- Invite a caregiver
- View/edit contacts

Invite a caregiver

Maintain your independence by sharing your hearing, activity, and safety information with a caregiver, family member, or close friend. Invite a caregiver to download the companion **Hear Share** app.

To invite a caregiver to Hear Share:

1. On the **Home screen**, tap the **Health button**.

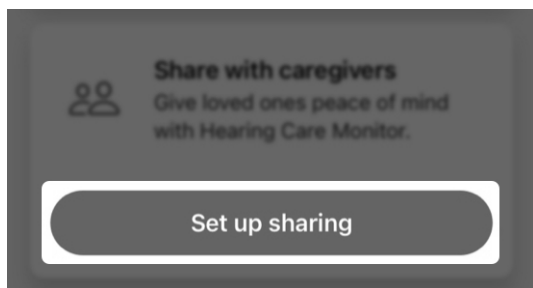


2. The **Health screen** appears:
In the top right corner, tap the **Hear Share icon**.



OR

Under **"Additional setup,"** tap the **Set up sharing button**.



Invite a caregiver

The **Hear Share screen** appears.

Reminder – If you already have a caregiver added to Hear Share and are adding an additional, this app instead takes you to the **Caregivers screen** (see **Adding additional caregiver** below).

3. Learn about **Hear Share** on the **welcome screen**. To invite a caregiver, tap **Invite caregivers**.



4. Enter the **first name** and **email address** of the person you want to invite to Hear Share in the fields provided.

A screenshot of a form with two input fields. The first field is labeled "First name" and has a plus sign icon on the right. The second field is labeled "Email".

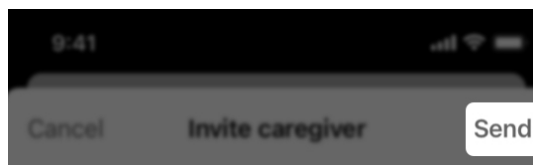
Reminder – A **permission box** may appear, asking if Hear Share can access your **contacts**. This allows the app to access your phone's **contact list** to fill in the **First name** and **Email fields**. If you do not allow, you will simply need to enter your **caregiver's details** into these **fields** yourself.

Invite a caregiver

5. Select the **health data** you'd like to share with this person:
 - **Activity data** (on your steps, exercise and standing)
 - **Hearing data** (on your hearing aid use and interaction)
 - **Wellness data** (on your falls, if you've turned on Fall Alert)

CHOOSE WHAT TO SHARE	
Activity data Includes steps, exercise and standing data	<input checked="" type="checkbox"/>
Hearing data Includes hearing aid use and interaction data	<input checked="" type="checkbox"/>
Wellness data Includes fall data	<input checked="" type="checkbox"/>

6. Tap **Send**. You'll receive **confirmation** that your invite has been sent. Your contact is emailed **instructions** for downloading the **Hear Share app** and a **code** to enter to confirm the connection.



Invite a caregiver

Adding additional caregivers

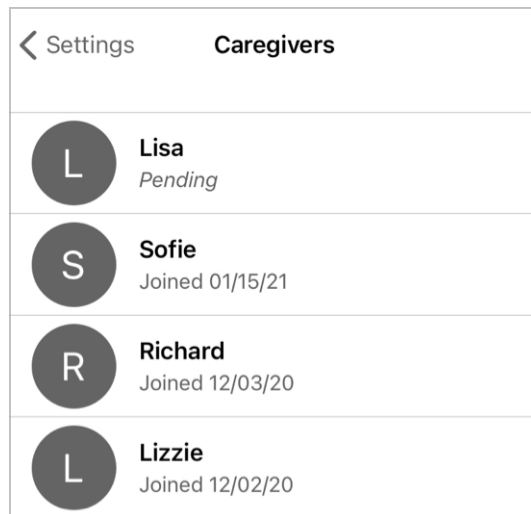
1. On the **Home screen**, tap the **Health button**.



2. The **Health screen** appears. In the top right corner, tap the **Hear Share icon**.

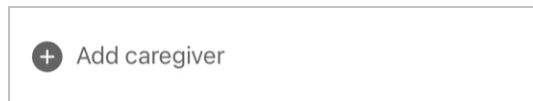


3. The **Caregivers screen** appears, showing your **current caregiver contacts**.



Invite a caregiver

4. Tap **Add caregiver** (“+” icon). The **Invite caregiver screen** appears.

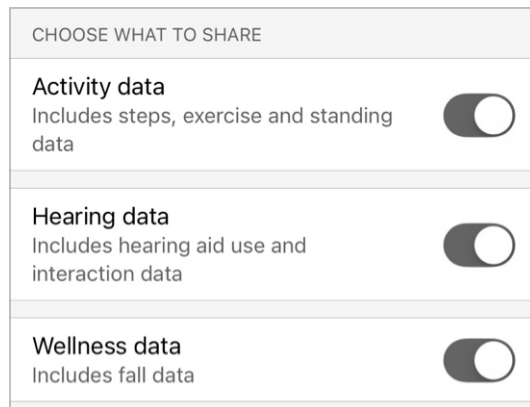


5. Enter the **first name** and **email address** of the person you want to invite to Hear Share in the fields provided.

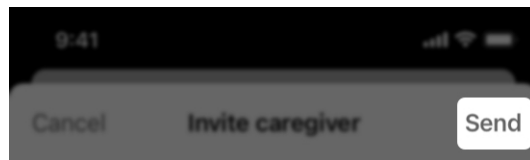
A form with two input fields. The top field is labeled "First name" and has a small grey circle with a white plus sign on its right side. The bottom field is labeled "Email". Both fields have a light grey background and a thin grey border.

6. Select the **health data** you'd like to share with this person:
 - **Activity data** (on your steps, exercise and standing)
 - **Hearing data** (on your hearing aid use and interaction)
 - **Wellness data** (on your falls, if you've turned on Fall Alert)

Invite a caregiver



7. Tap **Send**. You'll receive **confirmation** that your invite has been sent. Your contact is emailed instructions for downloading the **Hear Share app** and a code to enter to confirm the connection.



To find out if your contact accepted your Hear Share invite:

1. On the **Home screen**, tap the **More button**.



Invite a caregiver

2. Select **App settings > Hear Share settings** and see if your contact is **listed** or **“Pending.”**



Once your contact has accepted your Invite, they will begin seeing your hearing progress.

View/edit contacts

Use this app to view your current Hear Share contact(s) (caregivers) and edit their details if needed.

To view your current Hear Share contacts:

1. On the **Home screen**, tap the **More button**.

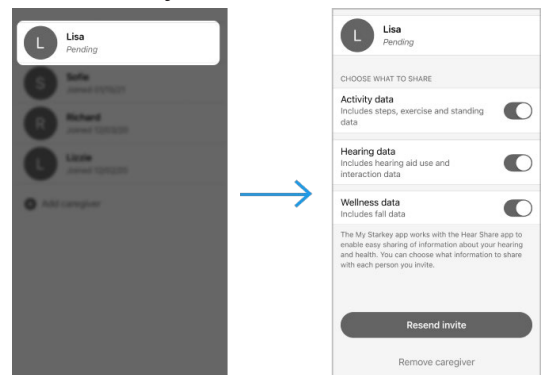


2. Select **App settings > Hear Share settings**. Your **existing** and **“Pending”** contacts appear to view.



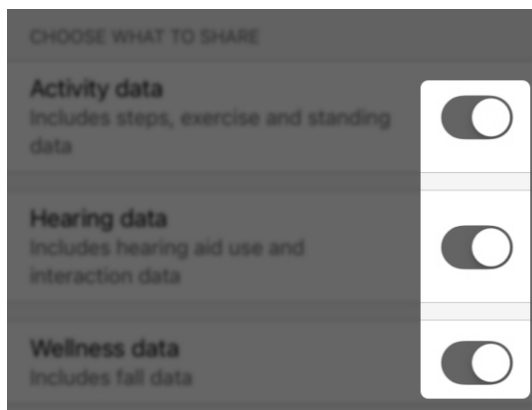
To edit a Hear Share contact:

1. From your **Hear Share contact list** on your **Hear Share settings screen**: Tap the current or pending contact you want to edit.

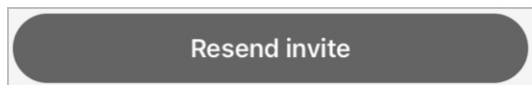


View/edit contacts

2. On the **Contacts screen**, move the **toggle LEFT or RIGHT** to choose what you want to share (or not share) with your contact:
 - **Activity data** (on steps, exercise and standing info)
 - **Hearing data** (on hearing aid use and interaction info)
 - **Wellness data** (on your falls, if you've turned on Fall Alert)

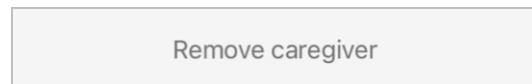


3. If your contact is "pending" and you need to resend your invite, tap the **Resend invite** button.

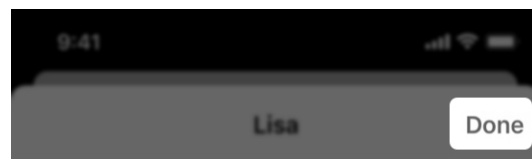


View/edit contacts

4. If you'd like to remove this caregiver, tap **Remove caregiver**.



5. When you're done editing, tap **Done** in the upper right corner of the screen.



Fall Alert

- Fall Alert overview
- Invite a contact
- Sound indicators
- Settings
- History

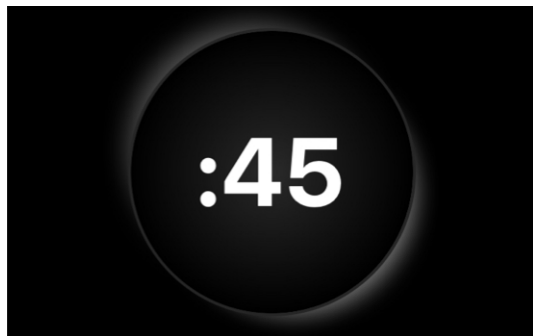
Fall Alert overview

Fall Alert helps keep you safe when you fall by notifying friends, family or others. These are your Fall Alert contacts.

How Fall Alert works

Your hearing aids detect when you fall. When this happens, you'll be alerted by a message through your hearing aids.

Next:



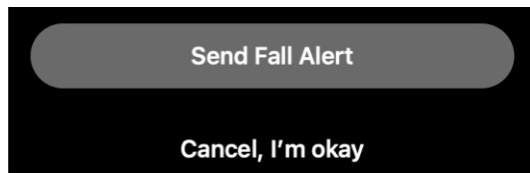
After a brief countdown, this app sends an alert text message to your Fall Alert contacts. This contains details on your fall and a map of your location.

Fall detected

It looks like you fell. Your Fall Alert contacts will be alerted at the end of this countdown. Press Send Fall Alert to send immediately.

Reminder – No help needed? You can cancel the alert text message before it's sent. See **Canceling a Fall Alert** below.

Fall Alert overview

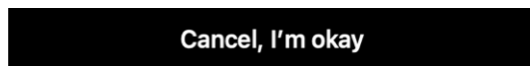


You'll also hear an **"alert sent"** indicator and receive a **confirmation message** that your alert was sent.

Your Fall Alert contact will receive an alert text message from this app, notifying them of your fall. After they receive it, you'll hear an **"alert received"** indicator through your hearing aids.

Canceling a Fall Alert

Cancel an **alert text message** to your contact by pushing **any button** on your hearing aids. Or tap **Cancel, I'm okay** on the **timer screen** before the countdown ends. When canceled, you'll hear an **"alert canceled"** indicator through your hearing aids.



Invite a contact

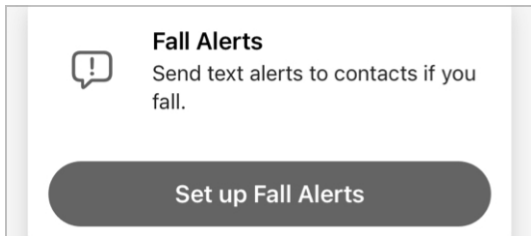
Set up Fall Alerts by inviting a contact who can be notified by an alert text message if you fall.

To set up Fall Alert:

1. On the **Home screen**, tap the **Health button**.



2. The **Health screen** appears. Tap **Additional setup > Fall Alerts**.



3. Learn about Fall Alert on the first 2 **welcome screens**.
4. On the **third screen**, fill in your **contact's details**.

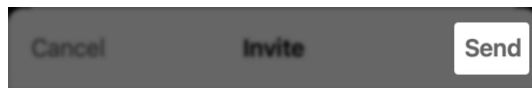
A screenshot of a form for adding a contact. At the top, there is a circular icon of a person. Below it, there are two input fields: "First name" and "Last name". Each field has a small plus sign (+) to its right, indicating that a contact can be selected from a list.

Invite a contact

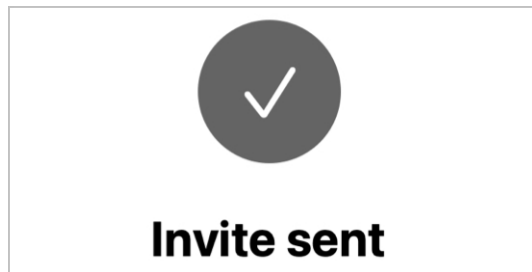
Reminder – A **permission box** may appear, asking if **Fall Alert** can access your contacts.

This allows the app to access your phone's contact list to fill in the **First name** and **phone number fields**. If you do not allow, you will simply need to enter your contact's details into the fields yourself.

5. Tap **Send** to invite them to be your Fall Alert contact.



6. The **Invite Sent screen** confirms the invite message was texted to your contact. (It also allows you to add another Fall Alert contact.)



Invite a contact

Your contact should receive the invite text message. This asks them to accept your invite and notifications from this app if you fall. Until you hear back, your contact will show as **“Pending”** on the **Fall Alert settings screen**. **Fall Alert** will also show as **“System inactive.”**

Sound indicators

When your hearing aids detect a fall and Fall Alert is triggered, indicators play through your hearing aids. These inform you of the status of your alert text messages.

Types of Fall Alert indicators

- **Alert Sent**

When your hearing aids detect a fall (or you manually trigger a Fall Alert), an alert text message is sent to your Fall Alert contact after a brief countdown. An “alert sent” indicator then plays in your hearing aids.

- **Alert Received**

When your Fall Alert contact opens your alert text message, the “alert received” indicator plays.

- **Alert Canceled**

After you cancel the alert text message, the “alert canceled” indicator plays.

- **Alert Failure**

If your alert text message doesn’t send successfully, the “alert failure” indicator plays.

Sound indicators

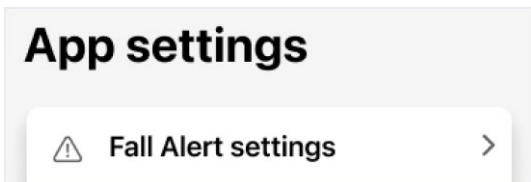
Sampling your Fall Alert indicator sounds is a great way to familiarize yourself with them and be better prepared if you fall.

To sample your Fall Alert indicators:

1. On the **Home screen**, tap the **More button**.



2. Select **App settings > Fall Alert Settings**.



3. Tap **Alert sounds**. On the **Alert sounds screen** that appears: Swipe through each indicator sample and tap the **play indicator button** to play each through your hearing aids.



Settings

The **Fall Alert settings menu** lists options to:

- View/add/edit your contacts.
- Remind you of indicators that play through your hearing aids if a fall occurs.

Customize more options, including the sensitivity setting and countdown timer length.

To use Fall Alert settings:

1. On the **Home screen**, tap the **More button**.



2. Select **App settings > Fall Alert Settings**.



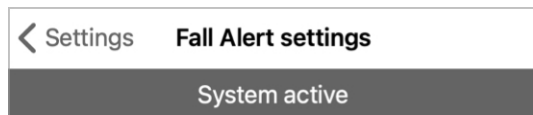
The **Fall Alert Settings menu screen** displays these settings:

System active / inactive

Find this notification at the top of the screen. The system is **active** you have Fall Alert contact set up to receive alert

Settings

text messages, and inactive if you don't have a Fall Alert contact set up. (Turn Fall Alert **ON/OFF** anytime using the **Auto alert toggle**.)



Sensitivity

This lets you adjust how reactive your hearing aids will be to sudden movements versus an actual fall. Make your hearing aids more or less sensitive, based on your daily activity. (The **default setting** is recommended.)



Manual alert

Turning this **"ON"** allows you to use a control on your hearing aid to send an **alert text message** to your **Fall Alert contact(s)**. (You'll do this by moving the **toggle RIGHT**.) Manual alert is set up by your hearing care professional.



Settings

Countdown timer

Use this to set the **amount of time** that will pass between a **fall being detected** and an **alert text message** being sent.



Alert sounds

These allow you to familiarize yourself with the **Fall Alert indicator sounds**. Swipe through each **indicator sample** and tap the **play button** to play each through your hearing aids.



Alert message

When Fall Alert sends an **alert text message** to your Fall Alert contact(s), it includes your name and a **link to your location**. Edit how your name will read in the field shown.



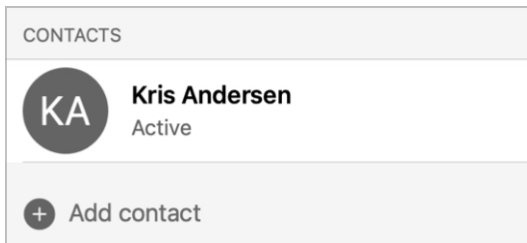
Settings

Contacts

This lists your Fall Alert contacts.

Tap a **contact name** to view or edit contact details or remove the contact.

To add a contact, tap **Add contact** (“+” icon) and follow instructions under the **Fall Alert setup section**.



History

The **Falls (Wellness) screen** provides a detailed history of falls your hearing aids detected.

This includes:

- Detected falls where the alert text message was sent to your Fall Alert contact(s).
- Detected falls where you canceled the alert before the alert text message was sent.

To use the Falls (Wellness) screen:

1. On the **Home screen**, tap the **Health button**.



2. The **Health screen** appears. Under **Browse**, tap **Wellness**.

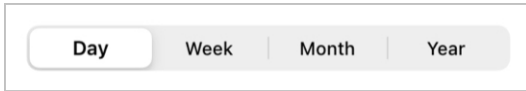


3. The **Falls screen** appears. The top of the screen indicates whether the Fall Alert system is **active or inactive**.

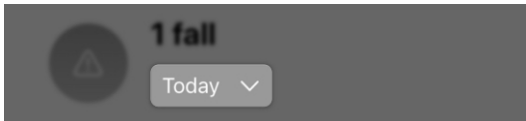


History

4. Tap **Day, Week, Month** or **Year** to indicate the timeframe of the fall details you want to view.

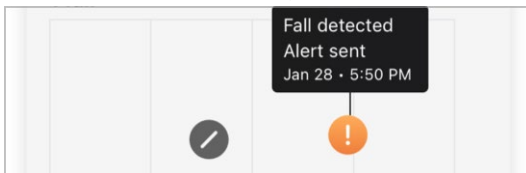


5. Use the **date dropdown** to select a **specific day, week, month or year**.



6. Use the **key below the history** to identify falls that were **detected** or **canceled**:

- **Orange icon** = fall detected, and alert text message sent
- **Grey icon** = fall detected, but no alert text message sent



7. Read the **Insight info** to learn more about falls and/or get helpful tips on preventing falls.
8. Read **About falls** to learn more about the **Fall Alert** feature.

Learn

Learn

The **Learn** section is designed to help you adjust to your new hearing aids and explore key features. This helpful, user-friendly content is available as you need it and includes:

- **Tips on adapting to your hearing aids**
- **Care and maintenance help**
- **App guidance**
- **And more**

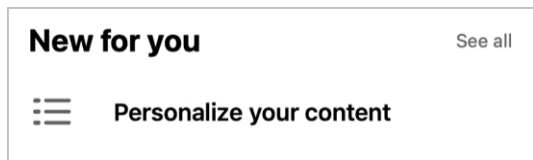
Find this content in the form of “how-to” lessons, videos, articles and more.

Using Learn

1. On the **Home** screen, tap the **Learn button**.



2. If it's the first time using Learn, tap **Personalize your content** under the “New for you” header.



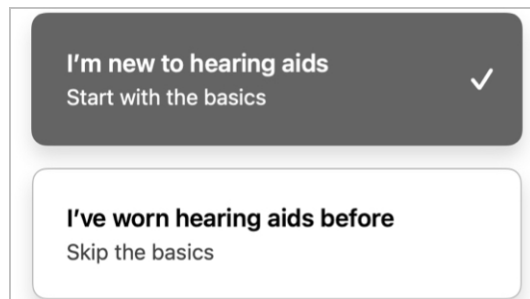
Learn

3. The next **screen** will ask you to indicate how familiar you are with hearing aids by tapping 1 of 2 buttons:

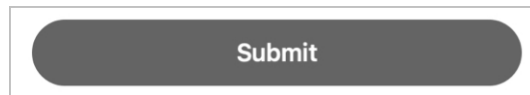
- **I'm new to hearing aids:**
Start with the basics

OR

- **I've worn hearing aids before:**
Skip the basics



Tap the **button** that best describes your experience with hearing aids, and then tap **Submit**.



Learn

4. If you chose the **first option (new to hearing aids)**:
- The next screen will offer basic quick lessons, articles and videos to help you get to know your hearing aids and build confidence using personalized topics each week.

Great! Let's start with the basics

Get to know your new hearing aids and build confidence with personalized topics each week.

OR

If you chose the **second option (worn hearing aids before)**:

- The **next screen** will offer **quick lessons, articles** and **videos** to help you build on your skills and knowledge.

Build your skills and knowledge

Get the most out of your hearing aids with brief lessons and tips just for you.

Learn

5. Each time you use Learn, the **Learn screen** will provide **2 sections**:
- **"New for you"**: content based on your specific hearing aid journey. These change/update as you continue to use your hearing aids and this app.

New for you

See all



What to expect from new hearing aids



Getting to know your app Home screen



Tips for adjusting to hearing aids

- **Popular topics**: content that's common to all users, that you may refer to again.

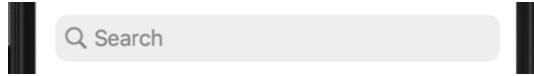
Popular topics

Get started >

Using your hearing aids >

Learn

6. Use the **Search bar** to find a **topic of your choice**. Type a few words into the field and this app will search the entire system for **topics that match**.



More

- More overview
- Account
- App settings
- About & privacy
- Notifications

More overview

The **More menu** gives you access to app and account details, agreements and consents, and extra app features. These include:

- **Account info (including options to edit name, email, password)**
- **App settings**
- **Legal disclaimers**
- **Help center**
- **TeleHear**
- **Reminders**
- **Notifications**
- **Translate**
- **Transcribe**

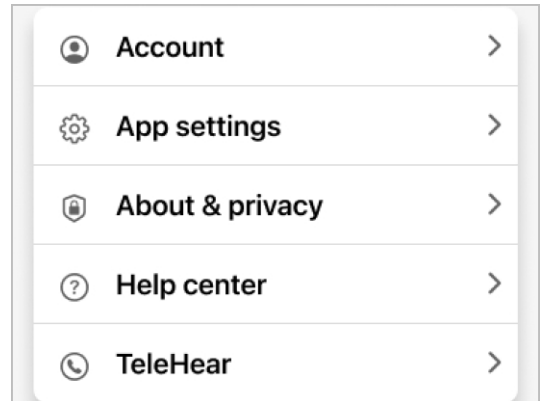
To use More:

1. On the **Home screen**, tap the **More button**.



More overview

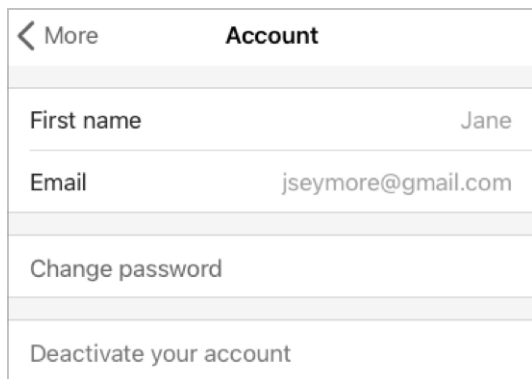
2. From the **More menu screen** that appears, tap the **setting or feature** you want to view/use.



Account

Your **Account screen** stores the details of your app account. These details can be changed anytime, and include:

- Your first name
- Your email address
- Your password
- Deactivate your account
- Log out of the app



To use your **Account screen**:

1. On the **Home screen**, tap the **More button**.



2. From the **More menu** that appears, tap **Account** to view or change your info.

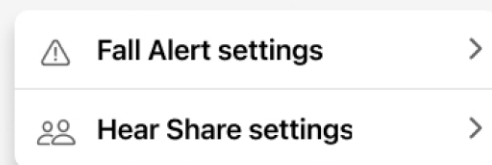


App settings

Your **App settings screen** allows you to manage special feature settings that help you in your hearing journey. These include:

- Fall Alert settings
- Hear Share settings

App settings



To use your **App settings**:

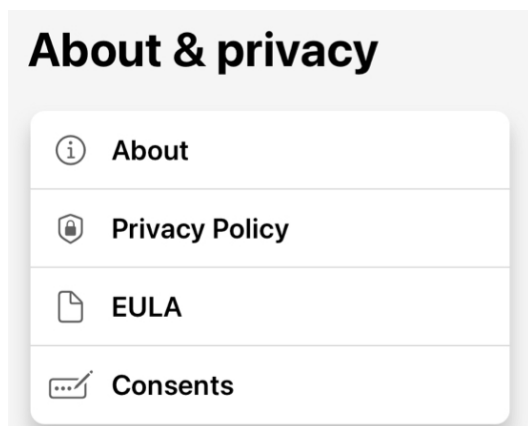
1. On the **Home screen**, tap the **More button**.
2. From the **More menu** that appears: Tap **App settings**, and then the **feature settings** you'd like to work with.



About & privacy

Your **About & privacy screen** lets you view info about this app, user guidelines and agreements. These include:

- **About**
- **Privacy Policy**
- **EULA**
- **Consents**



About

This gives you info about the purpose of your app and the app manufacturer, Starkey Laboratories, Inc.

Privacy Policy

This describes your right to privacy in terms of the personal details or data you enter into this app. This policy is in accordance with privacy and protection laws.

About & privacy

EULA (End User License Agreement)

This is an agreement with the manufacturer on the ways you can use the app.

Consents

This lets you review and edit your permissions to share specific types of data. For example, certain consents are needed if you use your app to interact with third parties like your hearing care professional or a caregiver.

Notifications

Notifications are messages sent by your app to alert you of reminders, communications from others, and other timely information.

Examples:

- Hearing aid updates
- Accepted invitations (e.g., to Fall Alert, Hear Share)

To access your notifications:

1. On the **Home screen**, tap **More**.

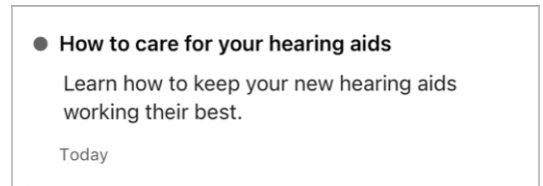


2. On the **More menu screen**, tap the upper-right **bell icon**. Any unread notifications are indicated by an adjacent red dot containing a number. This number tells you how many unread notifications you have.

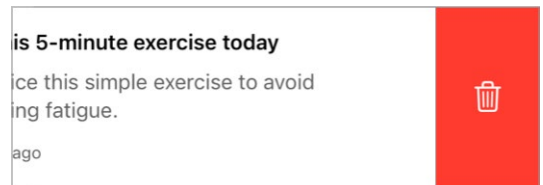


Notifications

3. The **Notifications screen** appears. Unread notifications are indicated by a dot. To read **any notification** in full, tap the **notification**.



- To delete a notification, swipe the **notification** from right to left, and then tap the red **Trash button** that appears.



4. When finished, tap **Done**.



TeleHear

- [TeleHear overview](#)
- [Set up TeleHear](#)
- [Start a TeleHear remote session](#)
- [Submit a help request](#)
- [Try a new sound setting](#)

TeleHear overview

TeleHear allows you to have a virtual appointment with your hearing care professional. TeleHear also enables your hearing care professional to make remote adjustments to your hearing aids. They can do this using TeleHear's two-way live video chat.

How TeleHear works

Your hearing care professional can give you a one-time access code for this app. Entering this code creates a connection between you and them, allowing them to view hearing aid performance and adjust your hearing aid programs remotely.

Please enter the 6 character code provided by your hearing professional.

U P 4 K 8 0

Reminder – You can remove your TeleHear connection anytime.

TeleHear overview

To use TeleHear:

1. On the **Home** screen, tap **More**.



2. On the **More menu screen** that appears, tap **TeleHear**.



Set up TeleHear

Once you have received an access code and established a connection to your hearing care professional, you can participate in a TeleHear session.

To set up TeleHear:

1. Receive a **text message** from your hearing care professional. This will inform you that the professional would like to set up TeleHear remote help for you.

- The message will also include your TeleHear access code and a link and/or image.

You now have **2 options**:

- Tap the **link and/or image**. This will automatically open your hearing aid app, accept your access code, and advance you to the next step. (Proceed to **Step 8** below.)

OR

- Open your **hearing aid app** manually and proceed to **Step 2** below.
2. On your **Home screen**, tap the **More button**.



Set up TeleHear

3. On the **More menu** that appears, tap **TeleHear**.

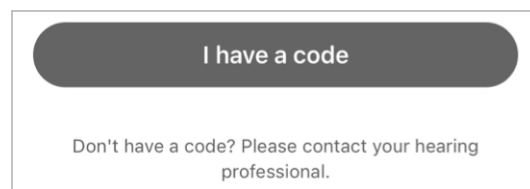


4. Tap **Add professional**.



(If **Fall Alert** is not "active"/being used on your app, skip to **Step 5**.)

5. The **Fall Alert disabled window** appears informing you that **Fall Alert** and **other app features** will be temporarily disabled during your TeleHear session. Tap **OK**.
6. The next screen prompts you to enter a **6-digit code** from your hearing care professional. If you have it, tap the **"I have a code" button**. If not, contact your hearing care professional to get the code and return to this screen.



Set up TeleHear

7. Enter your **6-digit code**.

Please enter the 6 character code provided by your hearing professional.

U P 4 K 8 0

8. Tap **1** of 2 choices:

- Tap the **Accept button** to allow your hearing care professional to adjust your **hearing aids** plus access your **hearing data (usage and interaction)**.

OR

- Tap **Remote adjust** if you want your professional to only access your **hearing aids** for adjustments.

Accept

Remote adjust only

Reminder – You can change your data-sharing preferences anytime.

Set up TeleHear

9. The hearing care professional screen appears, showing your hearing care professional's contact info.

Use this screen to change your **data-sharing preferences**. This involves choosing whether you'd like to share your **hearing data** with your hearing care professional:

- Move the **toggle** to **"ON"** (RIGHT) to **"Share hearing data."**

OR

- Move the **toggle** to **"OFF"** (LEFT) to not share your hearing data.

Share data



Share your hearing aid data, such as usage and interaction details, with your hearing professional.

10. Tap **Done** (upper right) to continue.

Hearing professional

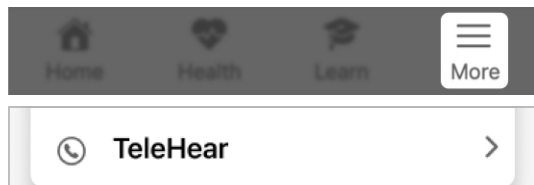
Done

Start remote session

Once you have set up TeleHear, you are ready to begin a TeleHear session with your hearing care professional.

To start a TeleHear session:

1. Work with your hearing care professional to schedule an appointment to connect remotely
2. When the appointment time arrives:
 - Ensure your hearing aids are connected to your phone.
 - On the **Home screen**, tap **More**. On the **More menu screen** that appears, tap **TeleHear**.



- On the **TeleHear** screen, tap the **button of the hearing care professional** you want to have a session with. Next, tap the **Start session button**.

Your hearing professional

 **Starkey Center for Excellence**

Start remote session

 **Start session**

(If **Fall Alert** is not “active”/being used on your app, skip to **Step 4**.)

3. The **Fall Alert disabled window** appears informing you that **Fall Alert** and other app features will be temporarily disabled during your TeleHear session. Tap **OK**.
4. As the session begins, a **dialog box** appears, asking if the app can access your camera for the session:
 - Tap **OK** if you want your hearing care professional to see you or **share images during your session**.

OR

- Tap **Don't Allow** if you don't want your hearing care professional to see you or share images. TeleHear will only access your device's microphone.

If you allowed the app to access your camera, your session will begin with your front-facing camera **“ON”**. You'll see only yourself on screen until your hearing care professional joins the

Start remote session

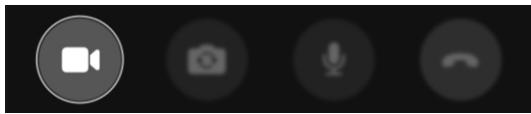
session. They will appear on screen, and you'll appear in an inset.

5. Use your session as a chance to communicate with your hearing care professional as they adjust your hearing aids.

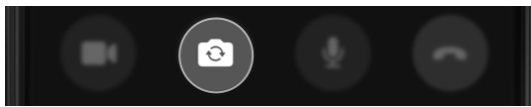
Using bottom menu functions:

Swipe up from the **bottom of the screen** to see a **controls menu** you can use during remote programming session. Options include:

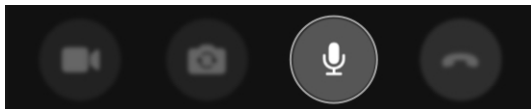
- **Turning your video off/on**



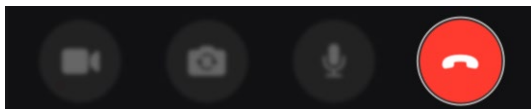
- **Changing between front/rear cameras on your phone**



- **Muting/unmuting your microphone**

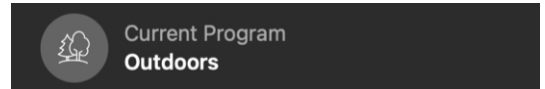


- **Ability to end the session anytime**



Start remote session

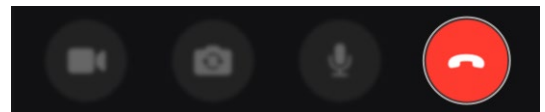
- **Viewing the current program in use**



- **Hearing aid battery levels**



6. When your session is complete, tap the **End session (red phone icon) button**.



7. A **dialog box** appears, asking if you're sure you'd like to end the session. Tap **Yes**.

Submit a help request

When you have a sound issue with your hearing aids, you can get remote help from your hearing care professional by submitting a help request via TeleHear.

Note: Before beginning a help request, ensure TeleHear has been set up on your app. (See **TeleHear overview section**.)

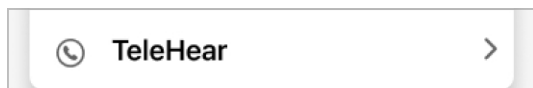
Reminder – Before submitting a help request, it's best to run Self Check to confirm your hearing aids are in working order.

To submit a help request:

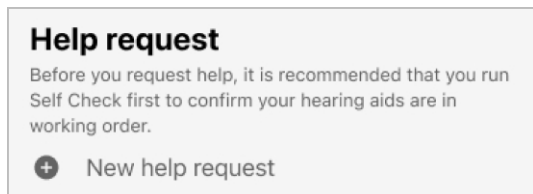
1. On the **Home screen**, tap **More**.



2. From the **More menu**, tap **TeleHear**.

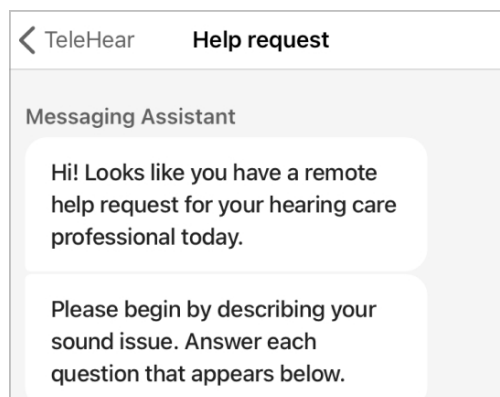


3. At the bottom of the **TeleHear screen** under **"Help request"**, tap **New help request**.

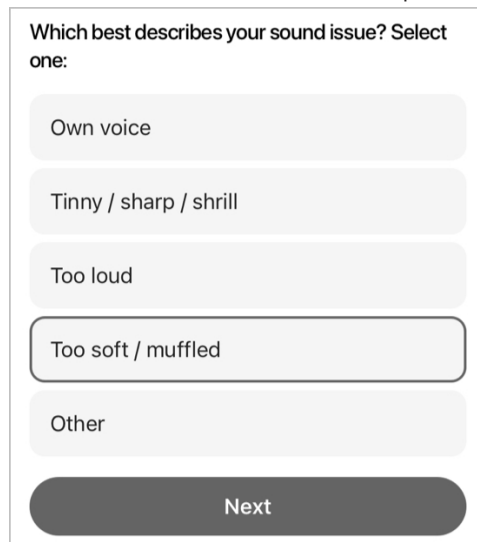


Submit a help request

4. The **Help request screen** appears. Read the introduction **message** from the **Messaging Assistant**, then tap **Get started**.



5. The **1st question** appears: **Which best describes your sound issue?** Select **one answer** then tap **Next**.



Submit a help request

6. The **2nd question*** appears: **Which also describes your sound issue?** Select all that apply then tap **Next**.

Which also describes your sound issue? To help your hearing care professional find the best solution, select all that apply:

- Music
- Voices in background noise
- Voices - female / children
- Voices - male
- Other

Next

7. The **3rd question** appears: **Which program needs adjusting for the sound issue?** Select all that apply then tap **Next**. (You may need to scroll down to view all your programs.)

Submit a help request

Which program needs adjusting for the sound issue? Select all that apply:

- Personal
- Outdoor
- Meeting
- Car

Next

8. The **4th question** appears: **Which hearing aid needs adjusting for the sound issue?** Select one answer then tap **Next**.

Which hearing aid needs adjusting for the sound issue?

- Left
- Right
- Both

Next

*Questions may vary based on selections.

Submit a help request

- The **Messaging Assistant** asks if you have any further details about your sound issue that you'd like your hearing care professional to know:

Messaging Assistant

Thank you for describing your sound issue.

If there are any other details you'd like your hearing care professional to know, please send in a message below.

If not, complete this help request.

- If **yes**, type a **message** into the **field** at the bottom of the screen. Next, tap **Send**.

Write a message... 

- If **no**, tap the **Complete help request** button.

Complete help request

Your TeleHear help request is complete, and your hearing care professional will respond to you shortly.

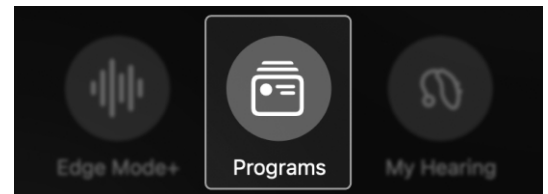
Try a new sound setting

Following your Teleheer help request, your hearing care professional will provide a modified setting to your hearing aids and then notify you to try it.

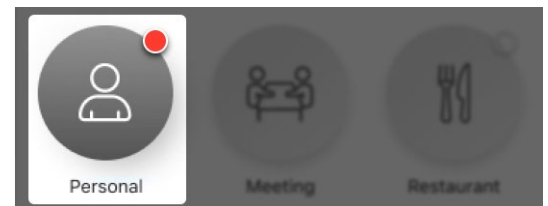
After comparing it to your old sound setting, you will have the opportunity to save it, decline it, and/or request more changes. Once this is done and any issues are resolved, your help request is complete.

To try a new sound setting:

- On the **Home screen**, tap **Programs**.

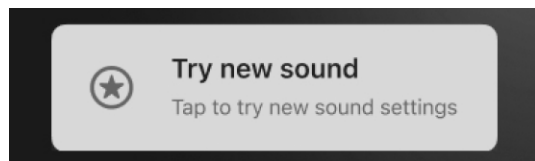


- The **Programs menu** appears. Tap the **program that has been modified** by your hearing care professional. This is indicated by a **red dot** on the program icon.

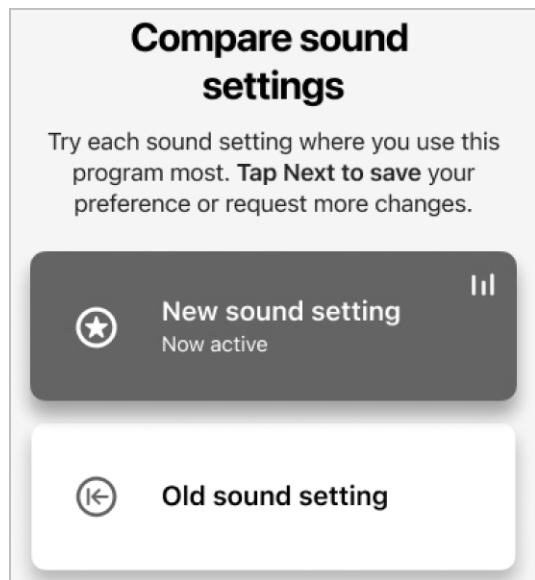


Try a new sound setting

- This takes you to the **Home screen**, where you'll see a **Try new sound button**. Tap **this**.



- The **Compare sound settings** screen appears. Listen to and compare the new sound setting to your old (current) sound setting by tapping **each applicable button**.



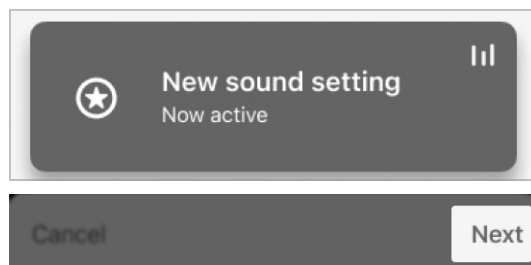
Try a new sound setting

You now have **2 choices**:

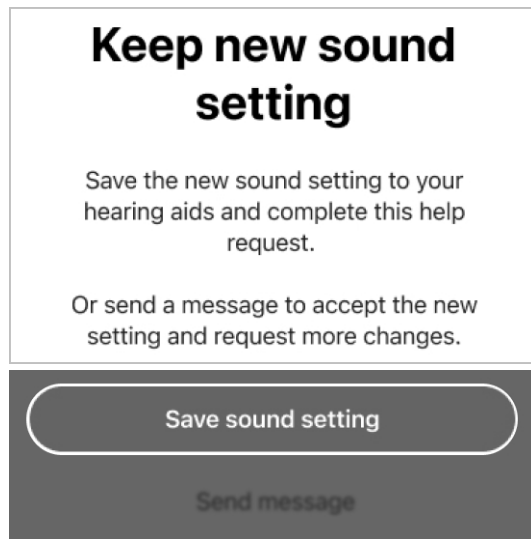
- Keep the **new sound setting**.
- Keep the **old sound setting**.

To keep the new sound setting:

- Tap the **New sound setting button**, and then tap **Next**.

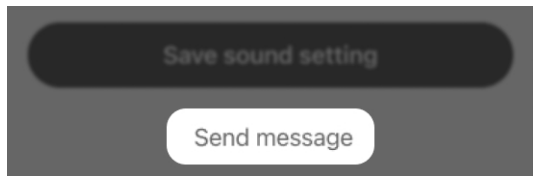


- The **Keep new sound setting** screen appears. Tap **Save sound setting**.



Try a new sound setting

Note: If you would like to send a message to request further changes, tap **Send message**. This returns you to the **TeleHear help request screen**, where you can type and send your **request**.



3. The app informs you it is making changes to your hearing aids, and then completes your help request. You can now begin using your **new sound setting (program)**.

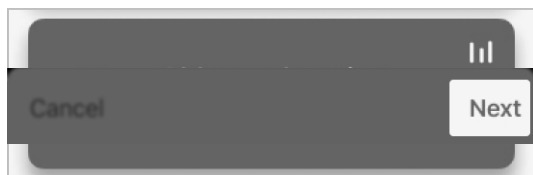
Making program changes to your hearing aids

This could take up to 5 seconds.

OR

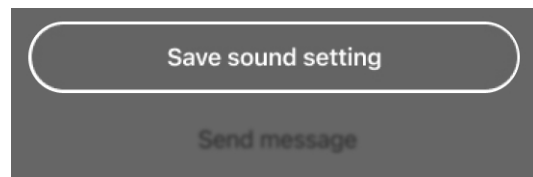
To keep your old sound setting:

1. Tap the **Old sound setting** button, and then tap **Next**.

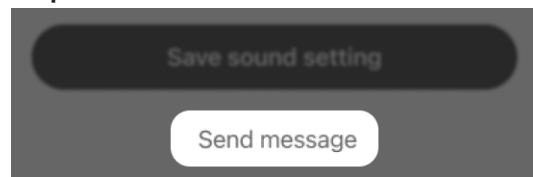


Try a new sound setting

2. The **Keep old sound setting screen** appears. Tap **Save sound setting**.



Note: If you would like to send a message to request further changes, tap **Send message**. This returns you to the **TeleHear help request screen**, where you can type and send your **request**.



3. The app informs you it is making changes to your hearing aids, and then completes your help request. You can now continue to use your **old sound setting (program)**.

Making program changes to your hearing aids

This could take up to 5 seconds.

Reminders

- Reminders overview
- Create reminder
- Edit reminder
- Complete reminder
- Intelligent reminders

Reminders overview

Set up reminders to stream through your hearing aids. This can help you keep track of important tasks, appointments and more – without having to remember them all.

Set reminders to:

- **Take medication / refill prescriptions**
- **Clean your hearing aids**
- **Make an appointment**
- **Exercise and more**

Create reminder

To set up a new reminder:

1. On the **Home screen**, tap the **More button**.

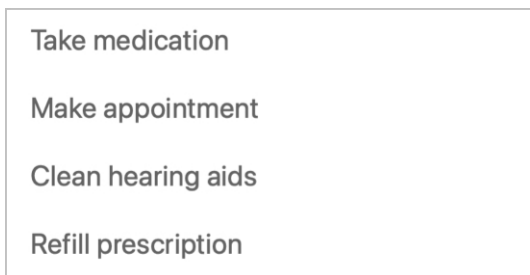


2. The **More screen** appears. Tap **Reminders**.



Note: If it's your first time in the **Reminders section**, a **Welcome screen** appears. Read this to learn more about Reminders, then continue to **Step 3**.

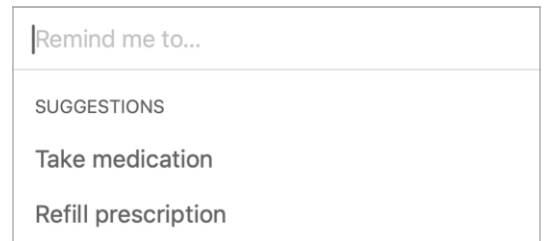
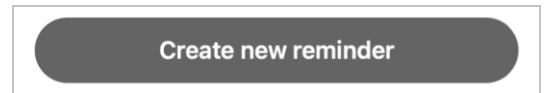
3. On the **Reminders screen** that appears:
 - Choose a **sample reminder** from the list. This will be the **title** of your new reminder and will autofill on the next screen.



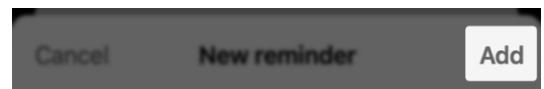
Create reminder

OR

- Tap the **Create new reminder button** to customize your own reminder. On the next screen, type a **title** for your reminder in the top **blank space**. (You also still have the option of choosing a **sample reminder** here.)






4. Tap **Add** at the top of the screen.




5. On the **next screen**, select **timing options** for your reminders and follow the prompts for each. Options include:
 - **Date (month, day, year)**
 - **Time**
 - **Repeat (how often your reminder will occur)**

Create reminder

 Date	Today
 Time	9:41 AM
 Repeat	Never

6. Move the **Audible reminder toggle** **"ON" (RIGHT)** or **"OFF" (LEFT)**.
This gives you the option of verbally streaming your reminder to your hearing aids – or not.

 Audible reminder	<input type="checkbox"/>
--	--------------------------

7. On the top of your screen, tap **Add** to save your reminder.

Cancel	New reminder	Add
--------	---------------------	------------

Edit reminder

To change an existing reminder:

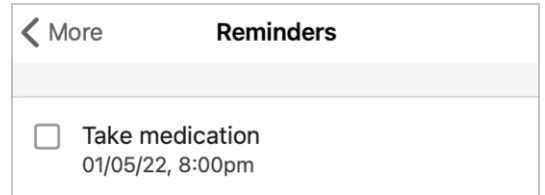
1. On the **Home** screen, tap the **More** button.



2. On the **More** screen that appears, tap **Reminders**.



3. A **list of all your reminders** appears. Tap the **reminder you want to edit**.



4. On the **Details** screen, type or tap the **options you want to edit**.
You can also move the **Audible reminder toggle "ON" (RIGHT)** or **"OFF" (LEFT)**, if you'd like.

Edit reminder

Take medication	
Notes	
Date	Today
Time	5:00 AM
Repeat	Daily
End repeat	January 20, 2022
Audible reminder	<input type="checkbox"/>

- When you finish editing, tap **Done** to save your **updated reminder**.

Cancel	Details	Done
--------	---------	------

Complete reminder

To mark a reminder “complete” after you finish the reminder task:

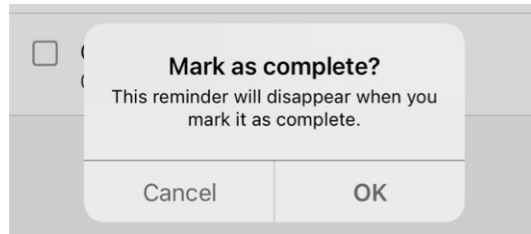
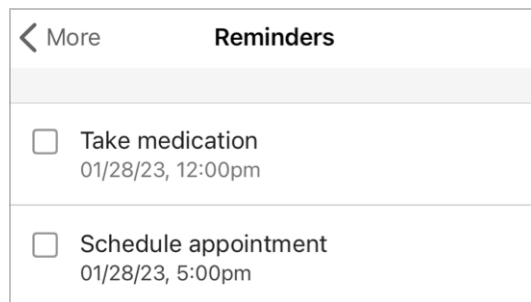
- On the **Home screen**, tap the **More button**.



- On the **More screen** that appears, tap **Reminders**.

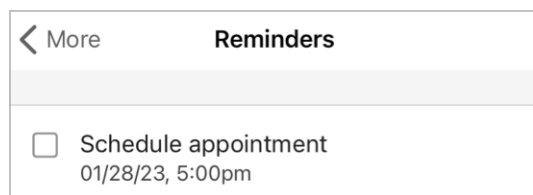


- From the **list of your reminders**, select the **checkbox** next to any reminder highlighted in red. This means the reminder has been delivered but not marked as “complete.”



Complete reminder

4. After marking the task complete by selecting the **checkbox**, the highlighted reminder disappears from the reminder list.



Intelligent reminder

Intelligent reminders follow your hearing aid usage and remind you based on your needs. Setting an intelligent reminder will automatically remind you of a necessary task you don't want to forget.

Intelligent reminders appear as notifications on the home screen of your smartphone.

To set an intelligent reminder:

1. On the **Home screen**, tap the **More button**.
2. The **More screen** appears. Tap **Reminders**.
3. On the **Reminders screen** that appears:
 - Tap the **Intelligent tab** at the top of the screen.

OR

- Tap the **"Use intelligent reminders"** link in the **"Use intelligent reminders"** box.
4. The next screen shows the intelligent reminders available to you. Set **1 or both**:

Intelligent reminder

- **Hearing aid maintenance:** Move the **toggle to “ON” (RIGHT)** to receive a **notification** on your smartphone when it is time to run Self Check on your hearing aids.

After you toggle ON, select the frequency of the intelligent reminder, or how often you would like to be reminded.

- **Insert your hearing aids:** Move the **toggle to “ON” (RIGHT)** to receive a **notification** on your smartphone to remind you to put in your hearing aids.

Your intelligent reminder(s) are now active and will display as notifications on your smartphone.

Reminder: You can turn off your intelligent reminders anytime by moving the **toggle to “OFF” (LEFT)**.

Smart Assistant

Smart Assistant

Smart Assistant allows you to get hands-free help using your voice. Ask questions or say commands to control hearing aid settings, set reminders and more.

Smart Assistant can help you:

- **Troubleshoot** your hearing aids or accessories
- **Change volume, programs, reminders** and more
- **Find your phone** (Say words like “Find my phone” or “I lost my phone” and Smart Assistant can help you find it by playing your phone’s ringtone, revealing the location. Even if your phone is locked or on silent.)

To use Smart Assistant:

1. On the **Home** screen, tap the **Smart Assistant (microphone) icon** on the top right corner of the screen.



Smart Assistant

OR

If you have **Tap Control** set to Smart Assistant, **double tap your hearing aid**. You’ll hear a **tone** through your hearing aids when Smart Assistant is listening.

2. Use **your voice** to ask a **question** or say a **command**. Language needn’t be specific. Examples: “Increase volume.”

Smart Assistant carries out your **command** or searches for an **answer** to your question from this app’s help files or internet/cloud-based services.

Responses may appear as:

- On-screen help file info (from this app)
- Verbal responses through your hearing aids

Translate allows you to easily communicate with someone who speaks a different language. Send a translated message and get a translated response streamed to your hearing aids.

Translate

Translate

How Translate works

Choose your language and the other person's language on this app. Next, speak into your phone. This app translates your speech and displays it as text in the other person's language.

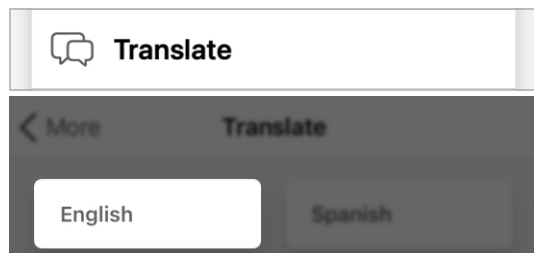
When the other person sees your message in their language, they use their voice to reply into your phone. This app then translates their speech and streams it to your hearing aids in your language.

To use Translate:

1. On the **Home screen**, tap **More**.

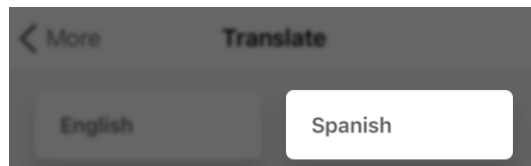


2. On the **More menu screen** that appears, tap **Translate**. The **language selector** on the left defaults to the language of your phone. This is the language you're currently speaking.

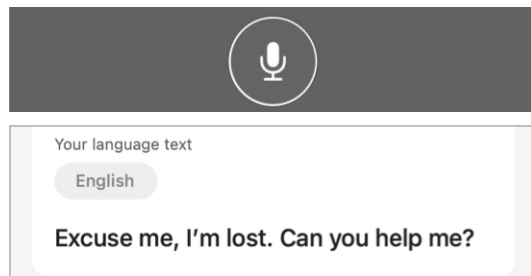


Translate

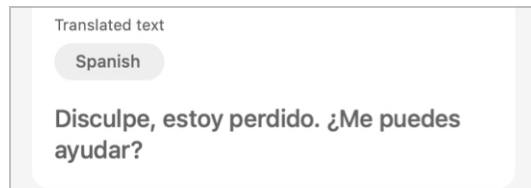
3. Using the **language selector** on the right, select **the language you want to translate**.



4. Tap the **microphone icon** and begin speaking into your phone's microphone. The app recognizes your language and displays it in the **first box, "Your language text."**



5. **Your language text** is instantly translated and displayed in the **second box, "Translated text."**



Translate

6. You can show the translated text to the person speaking the other language. When they respond by speaking into your phone, the app shows their speech. You'll also hear the translated text streamed through your hearing aids in your language.
7. To stop translating, tap the **microphone icon** again.



Transcribe allows you to see spoken words displayed as text on your phone. Use this to transcribe conversations or voice memos.

How Transcribe works

When you or others speak into your phone, your app displays the speech

Transcribe

Transcribe

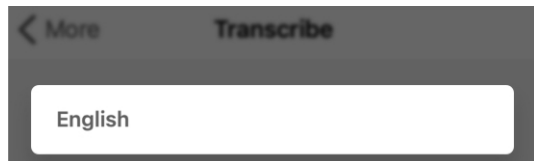
as text on your screen. You can also save, message, copy or email the transcribed text.

To use Transcribe:

1. On the **Home screen**, tap **More**.



2. On the **More menu screen** that appears, tap **Transcribe**. The **language selector** defaults to the language of your phone. This is the language you're currently speaking.

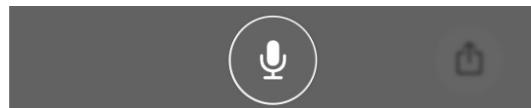


3. Tap the **microphone icon**:
 - Speak into the phone microphone.

OR

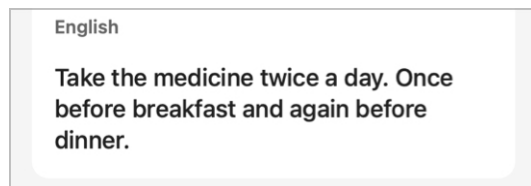
- Or place the phone near whoever is speaking.

Transcribe



Transcribe instantly “listens” for speech. As it “hears” speech, Transcribe displays it as text on your phone for reading.

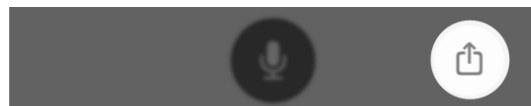
4. The text continues to display and the screen scrolls as speech is captured.



5. To stop transcribing, tap the **microphone icon** again.



6. To save or share the transcription (by text message or email), tap the **square “share” icon** on the bottom right of your screen. A **sharing menu** appears, giving you options for saving, sharing, and copying.



Additional guidance

- Safety information
- Regulatory information

Safety Information

We are required by regulations to provide the following warnings:

⚠ WARNING: For safety and correct usage, we recommend that you familiarize yourself with the fitting software. Additional resources such as detailed fitting guides and online courses are available on the prosite.

Take special care when setting up the tinnitus stimulus, ensuring that the stimulus level does not exceed a comfortable level for the patient.

Use precaution when fitting a power instrument where the maximum sound pressure capability exceeds 132 dB SPL as you may risk causing damage to the hearing of that patient.

Please follow instructions to remove hearing aids from the patient's ear for certain procedures such as updating firmware.

Any serious incident that has occurred in relation to your Starkey device should be reported to your local Starkey representative and the Competent Authority of the Member State in which you are established. A serious incident is defined as any malfunction, deterioration in the characteristics and/or performance of the device, or inadequacy in the device Operations Manual/ labeling which could lead to the death or serious deterioration in the state of health of the user, OR could do so upon recurrence.


Intended Use

The Hearing Aid Mobile Application is a software medical device intended to allow a user to remotely control volume, memory selection, Mute/Unmute, Media Streaming Start/Stop, and the tinnitus masking feature of Starkey 2.4 GHz wireless hearing aids. It also provides a mobile phone interface for these hearing aids and allows the user to use their iOS or Android device as an audio streaming device.

Indications for Use

The Hearing Aid Mobile Application is an optional program indicated for patients using Starkey 2.4 GHz wireless hearing aids and who wish to use an iOS or Android device to serve as a remote control, cell phone interface or media streamer.

Regulatory information

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Eden Prairie, MN 55344 USA



Starkey Laboratories (Germany) GmbH
Weg beim Jäger 218-222
22335 Hamburg
Germany












Consult user manual



Medical Device

Regulatory information

Symbol	Symbol Meaning	Applicable Standard	Symbol Number
	Manufacturer	BS EN ISO 15223-1:2021	5.1.1
	Authorized representative in the European Community	BS EN ISO 15223-1:2021	5.1.2
	Date of Manufacture	BS EN ISO 15223-1:2021	5.1.3
	Catalogue Number	BS EN ISO 15223-1:2021	5.1.6
	Serial Number	BS EN ISO 15223-1:2021	5.1.7
	Medical Device	BS EN ISO 15223-1:2021	5.7.7
	Caution	BS EN ISO 15223-1:2021	5.4.4
	General warning sign	IEC 60601-1, Reference no. Table D.2, Safety sign 2	ISO 7010-W001
	Refer to instruction manual/booklet	IEC 60601-1, Reference no. Table D.2, Safety sign 10	ISO 7010-M002

Notes



To access an electronic version of this user guide, please visit <https://i.strky.co/my-userguide/en>.

For information on how we protect user data, please visit www.starkey.com/privacy-and-terms.

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