STEP ONE | Android

Download the My Starkey app

My Starkey

The My Starkey app makes it easy to control, adjust, and access helpful features of your hearing aids with a compatible Android mobile device.

Use the **camera** on your device to download the app:

- Scan the **QR code** below and open the **URL**.

For a list of compatible devices, visit:
www.starkey.com/hearing-aids/apps

STEP TWO | Android

Set up the My Starkey app and pair your hearing aids.

1. Tap the **Settings icon** on your device.

2. Ensure **Bluetooth** is on.

3. Turn your hearing aids **OFF** and then **ON** to activate **pairing mode**.

4. Open the My Starkey app. Tap **GET STARTED** to begin.

5. **Review the terms of use:** This includes **End User License Agreement** and **privacy policy**. Tap **ACCEPT** to continue.

6. **Pair and connect your hearing aids.** Follow the **prompts**:

 - The app will ask **permission** to use location services to locate your hearing aids. Tap **ALLOW**.

 - When a **pair of hearing aids** is found, you will be prompted to **confirm** they are yours and tap **PAIR**.

 - You'll be asked to link the **My Starkey app** with your **hearing aids**. Tap **ALLOW**.

STEP THREE | Android

- If **more than one hearing aid** is found, you will see a **list**. (If you wear **2**, both a **left** and **right** will appear.) Select the **box(es)** next to your **hearing aids**. Tap **CONNECT**.
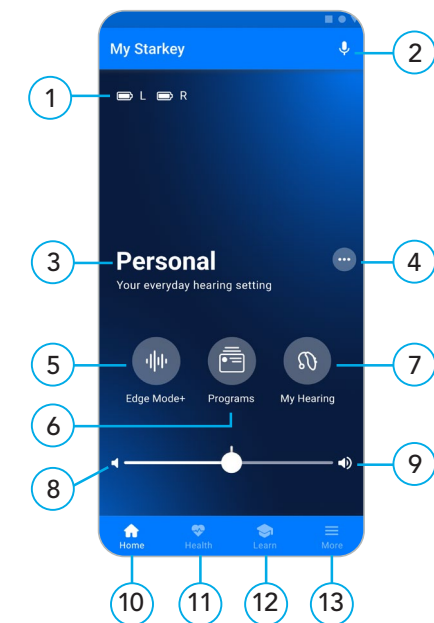
NOTE: Pairing can still be done through the **Bluetooth menu** of your **device**, if you prefer.

 - Once your hearing aids are confirmed, a **congratulations message** appears. Tap **CONTINUE**.

7. **Sign in to the app.** Create an **account**:

 - Provide an active **email address**.

 - Create a **password** following the **guidelines** and sign in.

8. **Get onboarded.** The app will show a short series of **permission screens**:

 - Read the **descriptions**.

 - Tap **ALLOW** or **CONTINUE**.

 - Review the app **home screen overview** and get to know the **key features**.

 - Tap **GOT IT**.

You're all set to start using your app.

See reverse side for Apple device instructions.

My Starkey app overview

1. Left & right battery indicators
2. Smart Assistant
3. Program in use
4. Program options
5. Edge Mode+*: *Instant sound adjustments*
6. Programs
7. My Hearing: *Self Check, Find My Hearing Aids, additional sound settings*
8. Mute
9. Volume slider
10. Home
11. Health: *Monitor hearing and physical activity*
12. Learn: *Personalized tips, videos, and more*
13. More: *Account, TeleHear, Reminders, Translate, Transcribe*

*Only available on select product tiers

Setting Up

My Starkey Mobile App

My Starkey app offers full control of your Genesis AI hearing aids to help you hear and live better.

Your Starkey Genesis AI hearing aids can connect via Bluetooth® technology to the compatible My Starkey app. This app offers intelligent features to help you:

- Make quick and instant adjustments for better hearing anywhere.
- Adapt to your new hearing aids with personalized content.
- Stay healthy by monitoring hearing and physical activity.
- Stream phone calls, music, TV, and other media.
- Set reminders, translate and transcribe speech, and more.

To start using the My Starkey app, follow the step-by-step instructions in this guide.

GENESIS^AI

STEP ONE | Apple

Download the My Starkey app

My Starkey

The My Starkey app makes it easy to control, adjust, and access helpful features of your hearing aids with a compatible Apple device.

Use the **camera** on your device to download the app:

- Scan the **QR code** below and open the **URL**.

STEP TWO | Apple

Pair your hearing aids to your mobile device

Follow the steps below to pair your hearing aids to your Apple mobile device.

(If your hearing aids lose connection to your mobile device, try the steps again.)

1. Tap the **Settings icon.** Select **Accessibility** > **Hearing Devices**. (If the **Bluetooth toggle** shows **OFF**, move it to **ON**.)

2. Turn your hearing aids **OFF** and then **ON** to activate **pairing mode**.

3. Under **MFI Hearing Devices** you should see your hearing aids (e.g. **"Jane's hearing aids"**). Tap this.

4. A **dialog box** pops up for **each hearing aid** (**RIGHT** and **LEFT**). Tap **Pair** for each dialog box.

Pairing is complete.

> **Reminder:** Only one pair of hearing aids can be connected to your device.

iOS UPDATE NOTE: *When updating the version of iOS on your device your hearing aids may lose connection. If this happens, you'll need to unpair and then re-pair your hearing aids to your device.*

STEP THREE | Apple

Set up the My Starkey app

Open the My Starkey app. You'll then be prompted to set up. Tap **Get started** to begin.

1. **Review the terms of use:** This includes **End User License Agreement** and **privacy policy**. Tap **Accept** to continue.

2. **Connect your hearing aids.** Follow the **prompts** to set up and connect your **hearing aids** with the **app**:

- Ensure your hearing aids are charged and powered **ON**.

- Tap **Continue**.

- Once the app finds your hearing aids, a **congratulations message** appears. Tap **Continue**.

If the app cannot locate your hearing aids, ensure **Bluetooth** is **ON** and your **hearing aids** are **paired** to your device. Return to **STEP TWO: Pair your hearing aids to your mobile device.**

STEP THREE | Apple

3. **Sign in to the app.** Create an **account**:

- Provide an active **email address**.

- Create a **password** following the **guidelines** and sign in.
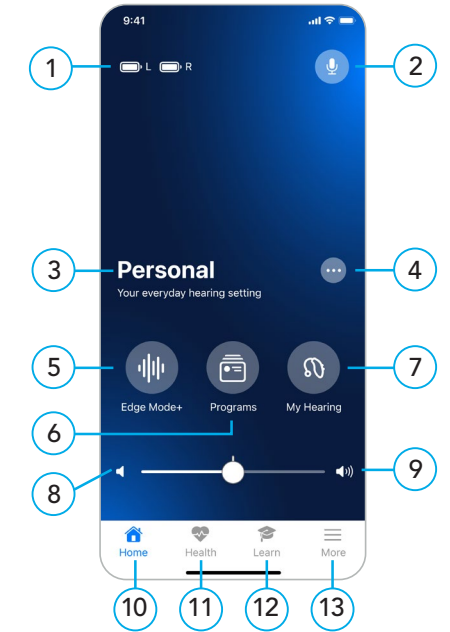
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- Tap **Allow** or **Continue**.

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- Tap **Got it**.

You're all set to start using your app.

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