

Congratulations
on your journey
to better hearing



Halo iQ





At Starkey, we believe that to hear better is to live better.

Halo® iQ hearing aids help you stay connected to the people and things you love most. **Halo iQ** offers Starkey®'s most advanced technology with supreme sound quality and features, customizable to fit your unique hearing needs.

Get the most out of your hearing aids

Please visit ***starkey.com/care*** for additional tools and resources including:

- Instructional videos
- Operations manuals
- Product brochures

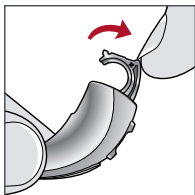


Batteries

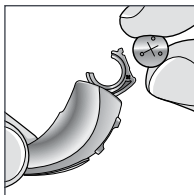
Your hearing aid uses a battery as its power source.

To insert or replace the battery:

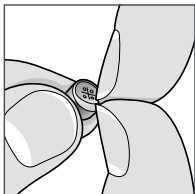
1. Use the nail grip on the battery door.
2. Open the battery door gently and remove the old battery.
3. Remove the colored tab from the new battery. Wait 3-5 minutes after removing tab before inserting battery.
4. Align the battery's "+" sign (flat side of the battery) with the "+" on the battery door.
5. Close the battery door.
 - NEVER FORCE THE BATTERY DOOR SHUT. This could result in serious damage. If the door will not close securely, check that the battery is inserted correctly.
 - Do not open the battery door too far or damage is likely to occur.
 - Dispose of used batteries immediately in the proper waste or recycling container.



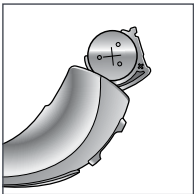
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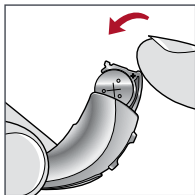
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Battery Indicators

An indicator will sound when the battery voltage is low. You have approximately 30 minutes* to replace the battery. An indicator may also sound just before the battery stops working.

Power On & Off

TO TURN ON:

Insert a battery and completely close the battery door. Your hearing aid has a power-on delay which may require a few seconds. You may hear a tone indicating that your hearing aid is powered on.

TO TURN OFF:

Open the battery door until the battery is no longer touching the battery contacts.

Hearing Aid Care

Keep your hearing aid clean. Heat, moisture and foreign substances can result in poor performance.

**Actual time between low battery indicator and shutdown will vary depending on environmental noise levels and brand of battery used.*

- Use a cleaning brush or soft cloth to clean debris from around the user control, microphone and battery compartment.
- Inspect the receiver, earbud or ear tip, and wax guard regularly.
- Never use water, solvents, cleaning fluids or oil to clean your hearing aid.

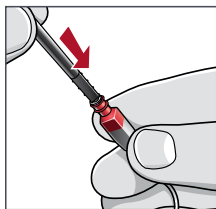
Helpful Hints

- When not wearing your hearing aid, open the battery door to allow any moisture to evaporate.
- Do not take apart your hearing aids or insert the cleaning tools inside them.
- When not in use, place your hearing aids in the storage container and store:
 - In a dry, safe place
 - Away from direct sunlight and heat to avoid extreme temperatures
 - Where you can easily find them
 - Safely out of reach from children and pets

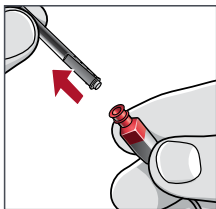
Hear Clear™ Receiver Wax Guards

RIC hearing aids integrate disposable Hear Clear earwax protection. The innovative wax guards prevent earwax accumulation in the hearing aid receiver. When you need to replace your wax guards, please follow the instructions below.

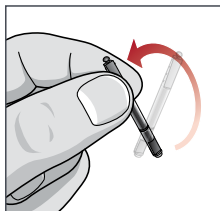
1. Insert yellow end of the application stick into used wax guard in hearing aid.
2. Pull outward on stick to remove used wax guard.
3. Use opposite end of stick to firmly insert clean wax guard into hearing aid.
4. Pull outward to remove stick and discard.



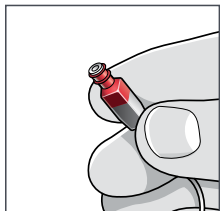
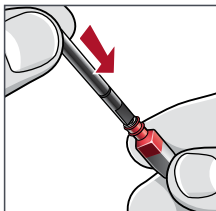
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Connecting Your Hearing Aids to Your Apple Device

Follow the instructions below to connect your hearing aids to your Apple device. If your hearing aids ever lose connection to your device, follow the instructions below to reconnect.

1. Ensure Bluetooth® is enabled on your iOS device. Within the **Settings** menu go to **Bluetooth** and toggle to **On**.
2. Return to the Settings menu and tap **General** > **Accessibility** > **MFi Hearing Devices**.
3. While the iOS device searches for your hearing aids, open and close the battery door on your hearing aids. This puts the hearing aids in pairing mode.
 - You will see your hearing aid name (e.g. “Chris Hearing Aids”) when the iOS device first discovers your hearing aids.

- If your hearing aid name does not appear in the “Devices” list within 5-7 seconds, tap **Accessibility** in the upper left corner, then tap **MFi Hearing Devices**.
4. Tap on your hearing aid name to connect your hearing aids to the iOS device.
 5. You will see two pairing requests (one for each hearing aid). Select **Pair** for each request. These requests may be several seconds apart.
 6. When pairing is complete, your hearing aid name will change from black to blue.

Download the TruLink Hearing Control App for Apple Devices

The TruLink Hearing Control app makes it easy to control and adjust your hearing aids with your compatible Apple® device. Downloading the app is easy; follow the step-by-step instructions below.

STEP ONE: On a compatible Apple device, go into the “App Store.”



STEP TWO: In the search box at the top of the App Store, search for “TruLink Hearing Control.”



STEP THREE: Tap “FREE” to download the app to your device.

FREE

STEP FOUR: Once the app has installed, open the TruLink Hearing Control app from your home screen.



NOTE: Hearing aids may need to be reconnected with the Apple device when an update to iOS is made.

Visit TruLinkHearing.com/FAQ for compatibility information.

Connecting Your Hearing Aids to Your Android Device

Follow the instructions below to connect your hearing aids to your Android smartphone. If your hearing aids ever lose connection to your device, follow the instructions below to reconnect.

1. Locate, then tap the **Settings icon** on your device.
2. Select **Bluetooth**. In this screen, if Bluetooth appears Off, change the settings to **On**.
3. While the Android device searches for your hearing aids, open and close the battery door on your hearing aids. This puts your hearing aids into pairing mode.
4. Under Available Devices you will see your first name followed by hearing aid (e.g. "Michelle H/As") when the device first discovers your hearing aids.
 - If your name does not appear in the Available Devices list within 5-7 seconds, tap **Scan For Devices**.
5. Tap the hearing aid name to connect each hearing aid to the device.
6. Pairing is complete.

Download the TruLink Hearing Control App for Android Devices

The TruLink Hearing Control app makes it easy to control and adjust your hearing system with your compatible Android™ device. Downloading the app is easy; follow the step-by-step instructions below.

STEP ONE: On a compatible Android device, go into the “Google play” store.



STEP TWO: In the search box at the top of the store, search for “TruLink Hearing Control.”



STEP THREE: Tap “FREE” to download the app to your device.

FREE

STEP FOUR: Open the TruLink Hearing Control app by tapping on its icon.



Visit TruLinkHearing.com/FAQ for compatibility information.



Your **TruLink Hearing Control App User Guide** is a great resource for getting the best performance from your Halo iQ hearing aids and TruLink app. Refer to your guide to find out more about these and other features:



- Automatic and custom memories
- GeoTags
- SoundSpace
- Tinnitus management
- Find My Hearing Aids
- Alerts



Hearing Aid Information

Hearing Aid model: _____

Serial number: R _____ L _____

Warranty expiration date: _____

Battery size: _____

Memory settings, if applicable: _____

| Memory # | Environment/ Listening Situation | Beep/Indicator |
|----------|-------------------------------------|----------------|
| | | |
| | | |
| | | |
| | | |

Special instructions: _____

Hearing professional:

Limited Warranty

This Limited Warranty provided by Starkey, to you, the original purchaser of a Starkey hearing aid, covers your new hearing aid when sold by a hearing professional authorized by Starkey. The duration of this Limited Warranty begins when you first take delivery of your hearing aid from an authorized hearing professional and ends twenty-four (24) months or thirty-six (36) months later (“warranty period”) depending on the product purchased:

36 months: Halo iQ i2400

24 months: Halo iQ i2000, Halo iQ i1600

Limitation on Duration of Implied Warranties

IMPLIED WARRANTIES, IF ANY, ARISING BY WAY OF STATE LAW, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND/OR ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. There is no warranty of any nature made by Starkey beyond this Limited Warranty. No person has authority to enlarge, amend, or modify this Limited Warranty. Starkey is not responsible for any undertaking, representation, or warranty (written, express, or implied) made by any hearing professional or other person beyond those expressly set forth in this Limited Warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

What this Limited Warranty Covers

This Limited Warranty covers only a “defect” in the workmanship performed and/or materials used to manufacture your hearing aid. “Defect” means the failure of the workmanship performed and/or materials used to conform the hearing aid to Starkey’s design and manufacturing specifications and tolerances.

Your hearing professional may have issued a warranty or service plan that goes beyond the provisions of this Limited Warranty. Please contact him or her for further information. Starkey will either replace the hearing aid or repair any covered defect in your hearing aid, provided that you deliver your hearing aid to one of Starkey’s authorized hearing professionals and notify the hearing professional of the defect during the warranty period and within thirty (30) days of discovering the defect. There will be no cost to you for Starkey’s repair or replacement of the aid itself, but the hearing professional may charge a fee for services he or she provides. Performance of warranty repairs on your hearing aid shall not extend the duration of the warranty period. Any repairs performed on your hearing aid after the warranty period has expired shall be considered “good will” repairs, which shall not alter the terms of this Limited Warranty.

How to Obtain Warranty Service

Deliver your hearing aid (at your expense) to the Starkey authorized hearing professional from whom you purchased it.

If that professional is unavailable, visit www.starkey.com or call the toll-free telephone number on the back of the Operations Manual to locate another authorized Starkey hearing professional.

What this Limited Warranty Does Not Cover

Batteries, earmolds, accessories, or damage to your hearing aid caused by misuse or neglect, accident, unauthorized alteration, or failure to provide reasonable and necessary maintenance and cleaning.

Disclaimer of Consequential and Incidental Damages

THE PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM STARKEY ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM ANY DEFECT IN THE HEARING AID, INCLUDING BY WAY OF EXAMPLE ONLY, EXPENSES TO DELIVER THE HEARING AID TO AN AUTHORIZED HEARING PROFESSIONAL, HOTEL ROOMS, OR LOST WAGES. THIS EXCLUSION AND DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL BE DEEMED INDEPENDENT OF, AND SHALL SURVIVE, ANY FAILURE OF THE ESSENTIAL PURPOSE OF ANY REMEDY OF THIS LIMITED WARRANTY.

Some states do not allow the exclusion or limitation of consequential or incidental damages, so the above exclusions may not apply to you.

Your Legal Remedies

THIS LIMITED WARRANTY DOES NOT "EXTEND TO FUTURE PERFORMANCE." ANY ACTION TO ENFORCE THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTIES MAY AND SHALL NOT BE COMMENCED MORE THAN 90 DAYS AFTER THE EXPIRATION OF THE WARRANTY PERIOD. THE PERFORMANCE OF REPAIRS SHALL NOT SUSPEND THIS LIMITATIONS PERIOD FROM EXPIRING. UNDER NO CIRCUMSTANCES SHALL STARKEY BE OBLIGATED TO REFUND ALL OR ANY PART OF THE PURCHASE PRICE OF THE HEARING AID. Some states do not allow the reduction in the limitation period, so the above reduction in the limitation period may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state to state. This warranty is valid only in the United States.

Attention Hearing Professionals: For product specification please visit www.StarkeyPro.com.

M/T Ratings

| | M | T |
|---------|---|-----|
| RIC 312 | 4 | N/A |
| RIC 13 | 3 | 2 |

Notes

Notes

For Halo iQ and TruLink device and iOS/Android compatibility information, please visit TruLinkHearing.com/FAQ.

"Made for iPod," "Made for iPhone," and "Made for iPad" mean that an electronic accessory has been designed to connect specifically to iPod, iPhone, or iPad, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPod, iPhone, or iPad may affect wireless performance. Apple, the Apple logo, iPhone, iPad and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

Android and Google Play are trademarks of Google Inc.



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