


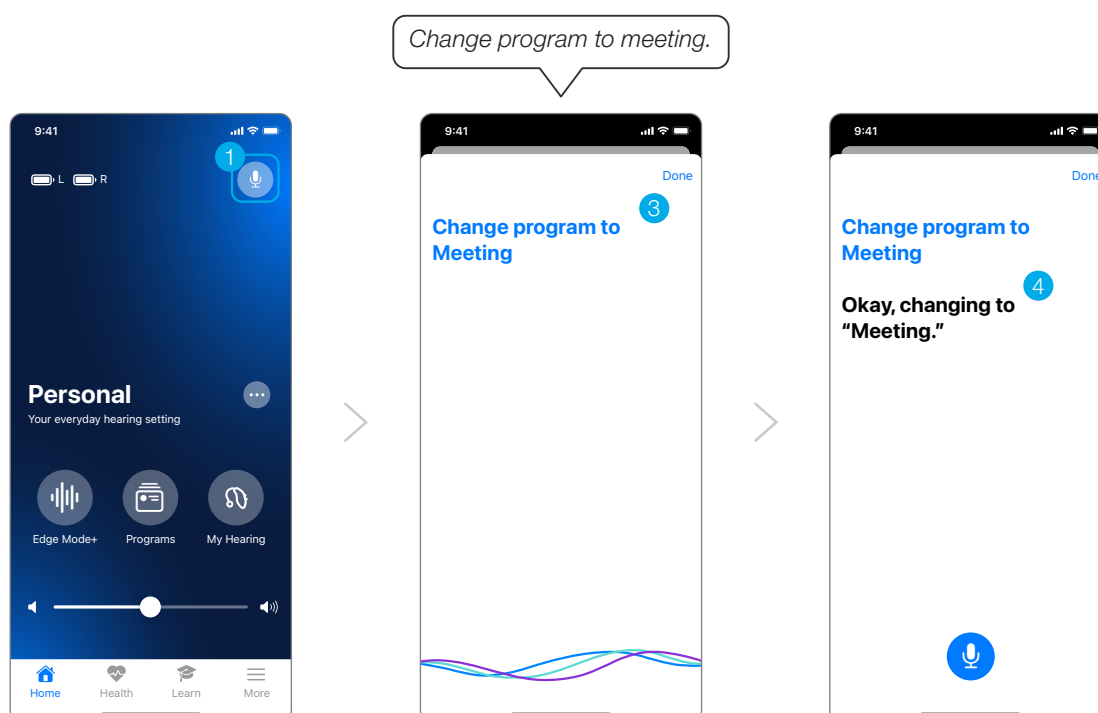
## QUICKTIP

# Smart Assistant

Smart Assistant is an app-based assistant providing hands-free help whenever and wherever needed. Users can conveniently ask questions, troubleshoot hearing aid and accessory issues, or simply say a command to change hearing aid volume, mute the hearing aids, change programs, or set a reminder. Users can even say things like “find my phone” or “I lost my phone” and Smart Assistant will help the user locate a misplaced smartphone by playing a ringtone from the phone. Smart Assistant is available on select 2.4 GHz hearing aids.

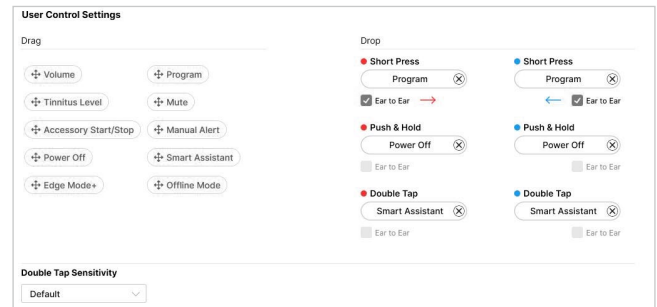
## How it Works

- 1 To access, tap the Smart Assistant icon  in the top right corner of the My Starkey home screen. Users can also double tap their hearing aid to access Smart Assistant if set as a user control.
- 2 Smart Assistant will indicate “Listening...”
- 3 Ask a question or state a command. Smart Assistant responds to voice commands. Specific language when stating the command is not required. For example, users can say “Turn up my hearing aids.” or “Increase the volume of my hearing aids.”
- 4 Smart Assistant will execute the command or will search for and return an appropriate answer to the question. Users will hear responses, if applicable, through their 2.4 GHz hearing aids.



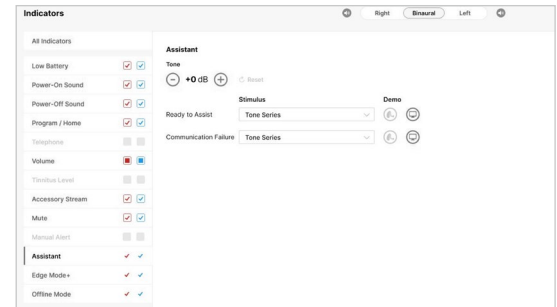
## User Controls

Users can double tap to access Smart Assistant if set as a user control. Enable Smart Assistant on the User Controls screen by dragging “Smart Assistant” into the Double Tap position. “Smart Assistant” can be placed in the Double Tap position only. Hearing aid users can also select functionality of the tap gesture in My Starkey under **My Hearing > My Settings > Tap Control**.



## Indicators

- Ready to Assist: Users will hear a tonal indicator when Smart Assistant is listening.
- Communication Failure: If there is a communication failure while using Smart Assistant, a tonal indicator will play in the hearing aids.
  - To reduce communication failures, make sure:
    - a. The smartphone is powered on and connected to the internet (via cellular network or WiFi)
    - b. Hearing aids are powered on, paired with Bluetooth® and connected with the smartphone
    - c. My Starkey is running in the foreground or background



**NOTE:** Edge AI devices using Apple products must have the My Starkey app running in the foreground.

Features may vary by country.

This app may have slight differences depending on your phone.

The Starkey logo is a trademark of Starkey Laboratories, Inc.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Starkey is under license.

Audio streaming is compatible with certain Android devices. Android streaming is also supported with the use of a Remote Microphone +.

©2024 Starkey Laboratories, Inc. All Rights Reserved. 12/24 FLYR4089-03-EN-ST

