



Starkey Central User Guide



Speedy login



Optimized
searching



Intuitive layouts



Faster order
placement

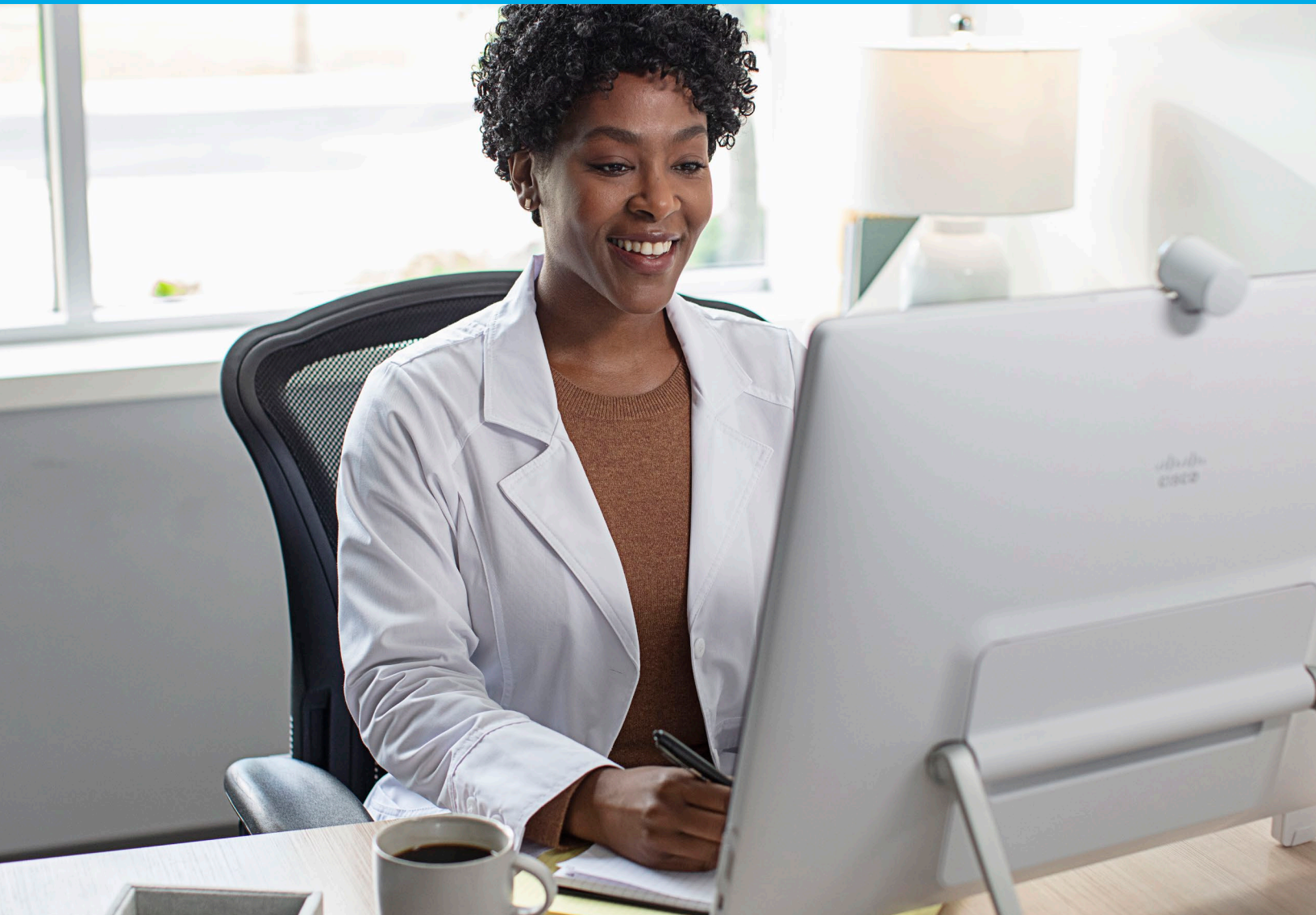


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BROWSER USE:

For your most efficient experience, it is recommended to use either Chrome or Edge as your browser when using starkeypro.com

Login

Log in to Starkey Central with your email address and password. (A) **Check the box next to “Keep me signed in.”** Click the (B) **‘Reset/Forgot your password’** button beneath the password field, if you need to make these changes.

NOTE: *If you do not have a login, please call Starkey customer service.*



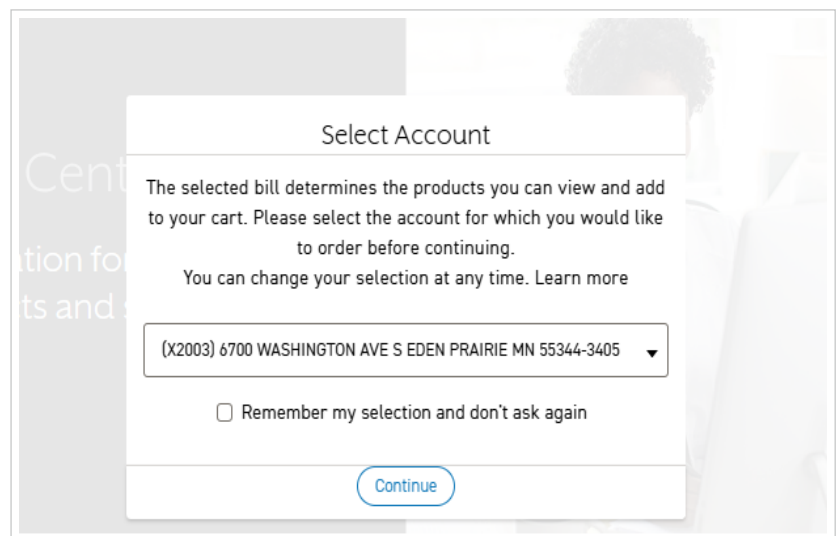
The login form features the Starkey logo at the top. Below it, the text "Sign in with your email address" is displayed. There are two input fields: the first for the email address, containing "test@starkey.com", and the second for the password, containing four dots. Below the password field, there is a link labeled "Reset / Forgot your password?" with a circled B next to it, and a checkbox labeled "Keep me signed in" with a circled A next to it. A blue "Sign in" button is positioned at the bottom.

IMPORTANT!

When you first log in, you will be prompted to **‘Select Account’**. This will be your default Bill to account moving forward.

Select the checkbox to remember your selection. You will be able to change your Bill to once you are in the site by selecting the dropdown in the top right corner of the page.

NOTE: *It is important to select the correct Bill to account before proceeding with ordering. You will not be able to change your Bill to account at the end of the ordering process.*



The "Select Account" modal is centered on the screen. It has a title "Select Account" and a message: "The selected bill determines the products you can view and add to your cart. Please select the account for which you would like to order before continuing. You can change your selection at any time. Learn more". Below this is a dropdown menu showing "(X2003) 6700 WASHINGTON AVE S EDEN PRAIRIE MN 55344-3405". At the bottom, there is a checkbox labeled "Remember my selection and don't ask again" and a blue "Continue" button.

Navigation

Home Page – Selecting the Starkey logo will bring you to the Starkey Central home page

 Shop by: **CATEGORY** ▾ **BRAND FAMILY** ▾ **STYLE** ▾

Bill to and Ship to – Your Bill to and Ship to options will be in the top right corner of the screen. Make sure you select the correct Bill to and Ship to before ordering.

Bill to: (H6000) 8800 SE S... ▾

Ship to: (D5970) 2339 CO... ▾

NOTE: *The Bill to drives the products available to order.*

Search Bar – Type in keywords or part numbers to help find what you are looking for.

My Profile - Access your profile or see credentials of the person who is logged in.

Open Orders – Select ‘View Orders’ to quickly get to the list of orders that are in the process of being fulfilled.



You have

6 Open Orders

View Orders

Orders Recently Shipped – Displays a list of orders that have recently shipped. Tracking is provided with a link to easily get the status of your order.

NOTE: *If tracking number does not pull any information, that means the label is on the package, but the carrier has not scanned the package into their system yet.*

Orders recently shipped				
ORDER ID	PATIENT	SHIP TO	ESTIMATED SHIPMENT	STATUS
20967237	👤 Test, Jane	(X2003) 6700 WASHINGTON AVE S	May 29, 2025	Shipped
20918173	📦 STOCK	(X2003) 6700 WASHINGTON AVE S	May 20, 2025	Shipped
20914683	📦 STOCK	(X2003) 6700 WASHINGTON AVE S	May 19, 2025	Shipped
All orders >				

Navigation

Warranty Registration –

This is a quick and easy way to register a product and purchase a warranty.

Have you registered your new products?

Product warranties can only be purchased after registration.

[Register a product](#)[Purchase a warranty >](#)

Support – Brings you to the Help section of the site.

SUPPORT

Your go-to resource

See how to track orders, learn about returns, get answers to questions, and find step-by-step guides to make your experience here seamless.

[Get support](#)

Device History – Search device history quickly and easily.

DEVICE HISTORY

Warranty info and more

Use a device's serial number to review device history, and see warranty info and impressions on file.

[Search](#)

My Favorites – A list of items you have favorited for quick and easy ordering.

Frequently Stocked Items – A list of frequently ordered items that are replenished regularly for quick and easy ordering.

Frequently stocked items

6 Hear Clear 8 packs (48 sticks)
53367-000

1

Add to Cart

Comfort Bud Occluded Kit
53265-000

1

Add to Cart

Comfort Bud Open Kit
53264-000

1

Add to Cart

SnapFit 2.0 M Size L3
37096-133

1

Add to Cart

Tabs

NOTE: In Starkey Central, you have a few options for browsing:

Category – Shop for Hearing Aids, Earmolds, Wireless Accessories, Charging Solutions, Active Hearing Protection, Common Supplies and Marketing Materials.

Brand Family – Filter out hearing aid products by brand name.

Style – Filter out hearing aid products by style.

CATEGORY ▾

Hearing Aids

> Earmolds

Wireless Accessories

Charging Solutions

> Active Hearing Protection

> Common Supplies

> Marketing Materials

BRAND FAMILY ▾

< Starkey

Edge AI

Signature Series

Genesis AI

Evolv AI

Picasso

STYLE ▾

> Standard

> Custom

Orders

Filter out orders by **Submitted date, Bill to, Ship to, Patient name, Order number, and Status**. Find orders and update Ship to, Shipping Method, Cancel Order, Report Lost or Damaged Item(s), and Check Order Status.

Orders

75 Orders

Clear filters

Results per page 24 ▾Sort by Latest ▾

Submitted date

Last 30 days ▾

Bill to

{X2003} STARKEY LABS ▾

Ship to

{X2003} STARKEY LABS ▾

Patient name

21114200 TEST TEST	Ship To {X2003}	Bill To {X2003} X2003	...
Order Placed 06/27/2025	Expected Ship Date N/A	Status Pending	
21112194 JANE TEST	Ship To {X2003}	Bill To {X2003} X2003	...
Order Placed 06/27/2025	Expected Ship Date N/A	Status Pending	

Product Services

NOTE: The Product Services dropdown houses all the service-related actions an account can take.

Warranty Center – Register a standard product, purchase warranty, or print warranty information.

Register Product – Register your patient’s standard hearing aids using the serial number for each device.

Loss & Damage Claim – Submit an L&D claim.

Repair / Remake – Fill out and print off repair / remake form.

Returns – Fill out and print off return for credit form.

Color Exchange – Fill out and print off color exchange form.

Receiver Replacement – Submit request for replacement receivers for hearing aids under warranty.

Device History – Confirm warranty, purchase date, device options, scan history, repair history and more.

Product Services ▼

- Warranty Center
- Register Product
- Loss & Damage Claim
- Repair & Remake
- Returns
- Color Exchange
- Receiver Replacement
- Device History



Purchase a Warranty

Select desired coverage and purchase a Worry-Free Warranty for your patient’s devices.

Purchase



Print Warranty Information

Click below to download and print warranty details that you can provide to your patient.

Print



Register a Standard Product

Register your patient’s standard hearing aids using the serial number for each device.

Register

Resources

NOTE: The Resources dropdown lists a number of frequently-used forms and requests. New to this dropdown are paper Order Forms, which links to the ProSite page where these are located.

Policies & Guidelines – The latest Policies and Pricing booklet.

Software – Provides a link to download the latest software.

Order Forms – NEW! Printable order forms hosted on the ProSite.

Open Enrollment Event Requests – Schedule or request more information on our renowned Open Enrollment events to drive new patients in and upgrade existing patients.

MarketPro – Access the latest Starkey assets for your marketing needs.

Printable UPS Labels – Easily print extra UPS labels.

Schedule UPS Pickup

HIPAA Forms

Apply for Credit – Apply for a new account setup through our Credit Application.

Resources ▼

Help Welcome,

[Policies & Guidelines](#)

[Software](#)

[Order Forms](#)

[Open Enrollment Event Request](#)

[MarketPro](#)

[Printable UPS Labels](#)

[Schedule UPS Pickup](#)

[HIPAA Forms](#)

[Financial Status](#)

[Apply for Credit](#)

Help

Search for products, find FAQ and explanation articles, popular documents, and links to helpful tools all in one place.

Welcome, User

NOTE: It is important when using Starkey Central to use your personal login, not a shared login. If you notice you are logged in under a different user, please log out and log back in as yourself.

My Profile – Located on home page or under your name in the top right corner. Houses first name, last name, phone and notification preferences.

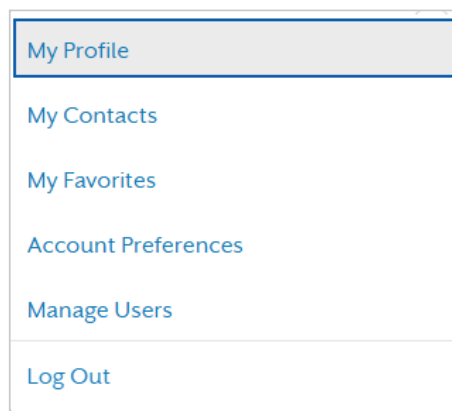
My Contacts – Contact information for your inside sales rep, field sales rep, retail marketing rep, and customer service team.

My Favorites – Brings you to a list of items you have favorited; it is a quick and easy way to add to cart and order products.

Account Preferences – Update your repair warranty, shipping and primary billing preference here.

Manage Users – Add New Users to Starkey Central site. New Users required info is first name, last name, email, the role at the office and which accounts they need access to. Once everything is filled out, you can select **'Save User'**. An email will be sent to the user shortly after where they can complete the new user process.

Log Out



Bill to and Ship to

Your Bill to and Ship to information lives in the top right corner of the screen. **Selecting the Bill to and Ship to FIRST, is a very important step in the ordering process.** The available product list is driven by the Bill to you have selected. You will **NOT** have the ability to change the Bill to at the end of your ordering process.

If you need to change Bill to at the end of your order, you will need to cancel that order, change the Bill to at the top of the screen and replace the order.

Cart

The Cart is where you check out and place orders. Only one patient per order is allowed (meaning if you selected ‘patient’ during the order process and a patient’s name is on the order, you cannot add additional hearing aids to the order). Stock orders and supply orders can have many items on the same order.

The ‘Saved Carts’ section is below the ‘Add a finishing touch’ section of the cart. You have a few options with your saved orders: you can Move to Cart, Remove, or Clear all Saved Cart.

Clear all Saved Cart

Saved carts

Stock Order Stock

Bill to H6000 - Ship to B8610

Edge AI 24 RIC RT Graphite Gray ☆

63351-141

Quantity:2

Move to Cart Remove

StarLink Charger 2.0 (Starkey RIC RT) ☆

P00009112

Quantity:1

SnapFit 2.0 M Size R2 ☆

37097-132

Quantity:1

SnapFit 2.0 M Size L2 ☆

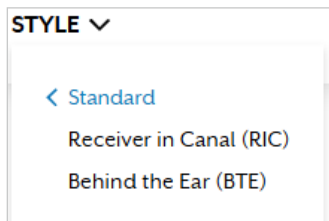
37096-132

Quantity:1

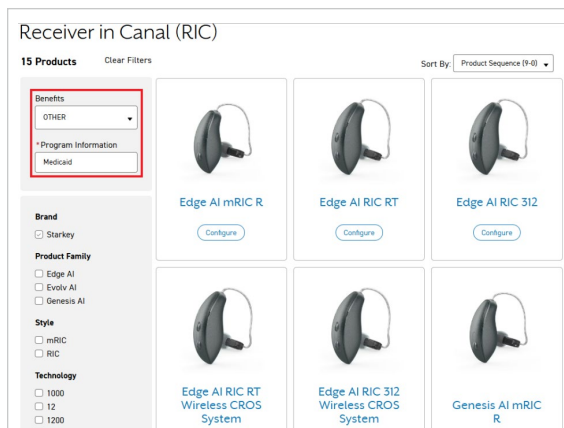
Placing Orders: Standard

Ordering Standard Product RIC/BTE

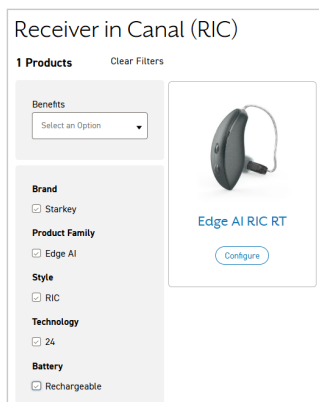
1. Filter by **Style > Standard > RIC or BTE**



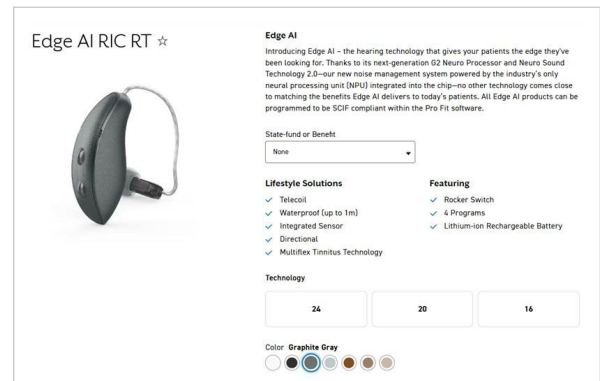
2. If the order is a **Medicaid** or **benefit order**, select the name of the benefit from the 'Benefits' dropdown in the filtering section. If you do not see the benefit you are looking for, **select 'Other'** and enter the program information (*this will only happen on the first order, the next time you need to use that benefit, you will see it listed in the dropdown*). Once you select the benefit, the devices listed will be what is available to order through that benefit.



3. Use the filters to find the product you are looking for then **select 'Configure'** underneath the picture of the device desired to get to the order form.



4. First select the **Technology** and **Color**.



5. If the order is for a patient, **select 'Patient'** and enter patient info. In the **'Patient #'** field, enter the patient's benefit or Medicaid number if the benefit has been selected in the dropdown.

Order for

* Patient's first name

* Patient's last name

* Patient's age

Patient #

6. Select if the order is for **Binaural, Right Only** or **Left Only**. Next, select if the receiver fit is a standard receiver, earmold, or Custom Cased/AP.

Ear

Receiver Configuration

Receiver Fit *

Continued on next page

Placing Orders: Standard

- Choose the receiver length and gain for right and left side.

Receiver Configuration		Receiver Guide >		
Right Ear		L	M	P
Cable Length 1		☐	☐	☐
Cable Length 2		☐	☐	☐
Cable Length 3		☐	☐	☐
Cable Length 4		☐	☐	☐
Cable Length 5		☐	☐	☐
Left Ear		L	M	P
Cable Length 1		☐	☐	☐
Cable Length 2		☐	☐	☐
Cable Length 3		☐	☐	☐
Cable Length 4		☐	☐	☐
Cable Length 5		☐	☐	☐

- After choosing receivers, select the desired charger, as well as any additional items needed, such as accessories, earbuds, or a patient carry-out bag.

Chargers
 Order is eligible for 1 included charger based on hearing aid quantity.
 1 selection remaining

StarLink Charger 2.0 (Starkey mRIC R)
P00009111

Extra charge for premium option

StarLink Premium Charger 2.0 (Starkey mRIC R)
P00009114

Add-ons
 Your patients may also be interested in:

StarLink Remote Control 2.0
P00002347

StarLink Edge TV Streamer
P00004315

StarLink Edge Remote Microphone
P00004321

Don't forget to stock up:

Small Patient Carry-Out Bag
86144-000

Soft Pouch
P00000497

- The Next step is to **click on 'Add to Cart'**. You will be brought to the cart to confirm the items look correct and select 'Checkout.' You can also **select 'Save Cart'** to add this order to your Saved Cart section.

You have (5) items in your cart.

To change the bill to or ship to account, adjust the selections at the top of the page.
NOTE: This will change the contents of your cart.

[Save Cart](#) [Checkout](#)

Products for @ Stock

Edge AI 24 RIC RT Graphite Gray ☆
63201-141 Quantity:2
[Remove](#) [Edit](#)

SnapFit 2.0 M Size L2 ☆
37096-132 Quantity:1

SnapFit 2.0 M Size R2 ☆
37097-132 Quantity:1

- Next, confirm Bill to, Ship to, add a PO number (if needed), and shipping method. On this screen, your Bill to is locked, if you need to make changes to your Bill to, you will need to **'Return to Cart'**, change Bill to info at the top of the page, and re-enter the order under the correct Bill to/Ship to.

1 Payment information
 Bill to: (X2003) 6700 WASHINGTON AVE S EDEN PRAIRIE...
 STARKEY LABS
 (X2003) 6700 WASHINGTON AVE S
 EDEN PRAIRIE MN 55344-3405
 Purchase Order Number: Enter number

2 Shipping options
 Ship to: (X2003) 6700 WASHINGTON AVE S EDEN PRAIRIE...
 STARKEY LABS
 (X2003) 6700 WASHINGTON AVE S
 EDEN PRAIRIE MN 55344-3405
 Add Dropship
 Service: Default
 Shipping: Overnight, next day delivery

Continued on next page

Placing Orders: Standard

11. Review order summary and **select ‘Place Order’**. You will be brought to the confirmation page where you will get the order confirmation number. You will receive an email with the order confirmation.

3

Order summary

Order for **Jane Test**:

Fetch Prices

ITEM	QUANTITY
Edge AI 24 mRIC R Chestnut	2
SnapFit 2.0 L Size L4	1
SnapFit 2.0 L Size R4	1
StarLink Charger 2.0 (Starkey mRIC R)	1

4

Order Confirmation

We'll send a copy of the order for your records to: **starkeysupport@starkey.com**

Place Order

Thank you for your order!

Your confirmation number: **N0745-TTCQC-6HSUC-NBTJX**

We have your order - no further action is required.

You will receive an email with your order details soon. Print this receipt for your records.

Order placed: 06/04/2025

Print

ACCOUNT INFORMATION

SHIPPING INFORMATION

Bill to:

X2003
STARKEY LABS
6700 WASHINGTON AVE S
EDEN PRAIRIE, MN 55344-3405
United States

P.O. number:
0000

Benefit name:

Ship to:

X2003
STARKEY LABS
6700 WASHINGTON AVE S
EDEN PRAIRIE, MN 55344-3405
United States

Service:
Default

Shipping:
Overnight, next day delivery

Order for **Jane Test**:

ITEM	QUANTITY
Edge AI 24 mRIC R Chestnut	2
SnapFit 2.0 L Size L4	1
SnapFit 2.0 L Size R4	1
StarLink Charger 2.0 (Starkey mRIC R)	1

View recent orders

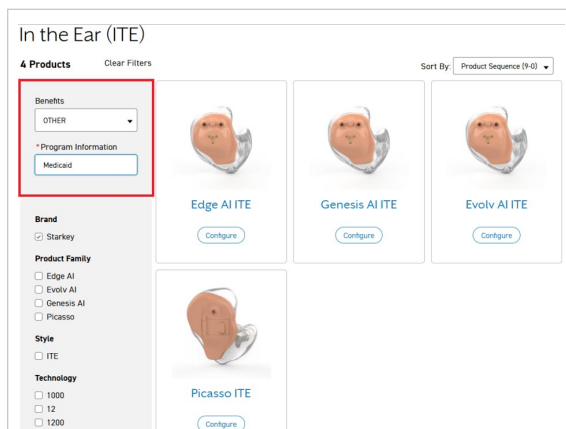
Placing Orders: Custom

Ordering Custom Product IIC/CIC/ITC/HS/ITE

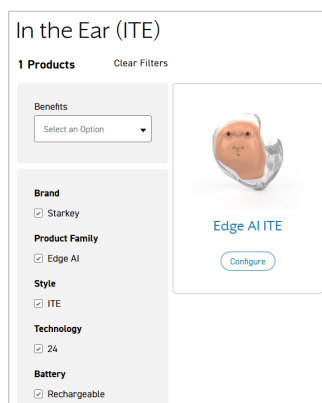
1. Filter by **Style > Custom > IIC/CIC/ITC/HS/ITE**



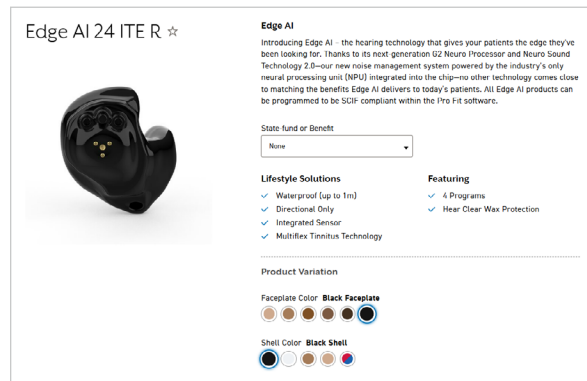
2. If the order is a **State-fund** or **benefit order**, select the benefit from the 'Benefits' dropdown in the filtering section. If you do not see the benefit you are looking for, select 'Other' and enter the program information (*this will only happen on the first order, the next time you need to use that benefit, you will see it listed in the dropdown*). Once you select the benefit, the devices listed will be what is available through that benefit.



3. Use the filters to find the product you are looking for then select 'Configure' underneath the picture of the device desired to get to the order form.



4. First select the **Technology** and **Color**.



5. Next, fill out **patient first name, last name, and age**. (*if it is a Medicaid/benefit order, put the patient number in the 'Patient #' field*). Select binaural, right only, or left only and if the patient has worn hearing aids before.

*Patient's first name

*Patient's last name

*Patient's age

Patient #

Ear

☒ Binaural ☐ Right Only ☐ Left Only

6. Select which way you are submitting impressions. Send physical impressions, use digital impressions on file, direct ear scan, or attach digital impressions.
 - a. **Send in Physical Impressions** – include physical impressions with order form which you will print out at the end of your order.
 - b. **Use Digital Impressions on File** – Enter serial number of device that has a scan on file, confirmed by a green check mark, and submit order using digital impressions on file.
 - c. **Direct Ear Scan** – Obtain package ID from Otometrics Otocloud and submit order using package ID (specific scanning equipment required).

Continued on next page

Placing Orders: Custom

d. Attach Digital Impressions –

Attach a digital file (accepted file types are .ASC, .HPS and .STL) and submit order using digital impressions.

Impressions*

☐ Send physical impressions

☐ Use digital impressions on file

☐ Direct ear scan

☐ Attach digital impressions

7. Next, fill out the audiogram and speech MCL/ UCL (*audiogram is required*).

Audiogram

RIGHT EAR

	250	500	750	1k	1.5k	2k	3k	4k	6k	8k
AC	-	+	-	+	-	+	-	+	-	-
(NR)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

LEFT EAR

	250	500	750	1k	1.5k	2k	3k	4k	6k	8k
AC	-	+	-	+	-	+	-	+	-	-
(NR)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

SPEECH MCL

Right (dB) Binaural (dB) **Left (dB)**

SPEECH UCL

Right (dB) Binaural (dB) **Left (dB)**

8. **Select 'Custom Options'**. Do you want us to choose the best options for you? If you select 'YES,' our expert team looks at the audiogram and MCL/UCL information to determine the best gain and venting options. If you select 'NO,' you will have the ability to select the gain and venting options you desire.

Custom Options

Do you want us to choose the best options for you?*

☐ Yes ☒ No

Right gain

L

Left gain

L

Right vent

No Vent

Left vent

No Vent

9. **User Controls**. You will have the ability to choose the user controls for both right and left devices.

User Controls

Right* **Left***

Push Button

No User Control

Digital Rotary

☒ Push Button

Digital Rotary + Push Button

Push Button

No Wax Protection

10. Choose wax protection option and a removal handle if needed.

Wax Protection

General

☐ Removal Handle

☐ Removal Notch

Continued on next page

Placing Orders: Custom

11. If you are ordering a rechargeable device, select the charger desired as well as any additional items needed like accessories, earbuds, or a patient carry-out bag.

Chargers

Order is eligible for 1 included chargers based on hearing aid quantity.

StarLink Custom Charger 2.0 (Starkey)
P00009113

Extra charge for premium option

StarLink Premium Custom Charger 2.0 (Starkey)
P00009116

12. Next, click on **'Add to Cart'**. You will be brought to the cart for checkout, confirm the items look correct, and select **'Checkout'**.

You have (3) items in your cart.

To change the bill to or ship to account, adjust the selections at the top of the page.

NOTE: This will change the contents of your cart.

[Save Cart](#) [Checkout](#)

Products for **Test Test**

Edge AI 24 ITE R

72121-SHT

Quantity: 2

[Remove](#) [Edit](#)

OPTIONS

Left	Push Button	Right	Push Button
Left	No Telecoil	Right	No Telecoil
Wax Protection	Hear Clear	General	Removal Handle
Manufacturer Select	Yes	Faceplate Color	Black Faceplate
Shell Color	Black Shell		

StarLink Premium Custom Charger 2.0

P00009116

Quantity: 1

[Save Cart](#) [Checkout](#)

13. Next, confirm Bill to, Ship to, add a PO number (if needed,) and shipping method. On this screen your Bill to is locked, if you need to make changes to your Bill to, you will need to **'Return to Cart'** and change Bill to info at the top of the page and re-enter the order under the correct Bill to/Ship to.

1 Payment information

Bill to

(X2003) 6700 WASHINGTON AVE S EDEN PRAIRIE...

Purchase Order Number

Enter number

STARKEY LABS
(X2003) 6700
WASHINGTON AVE S
EDEN PRAIRIE MN 55344-
3405

2 Shipping options

Ship to

(X2003) 6700 WASHINGTON AVE S EDEN PRAIRIE...

[Add Dropship](#)

STARKEY LABS
(X2003) 6700
WASHINGTON AVE S
EDEN PRAIRIE MN 55344-
3405

Service

Default

Shipping

Overnight, next day delivery

14. Review order summary and **select 'Place Order'**. You will be brought to the confirmation page where you will get the order confirmation number. If you are sending in impressions with order form, you can print the order PDF from the confirmation page to include with impressions in the box (orders with physical impressions will show up in the orders tab once the order has arrived in house).

Thank you for your order!

Your confirmation number: **634TI-0557J-T6U03-25C75**

[View Order PDF](#)

IMPORTANT: Please print the Order PDF and include it in the packaging with your impressions.

A confirmation email including a copy of your order confirmation PDF will be sent to: test@starkey.com

[View recent orders](#)

PLEASE PRINT ORDER AND INCLUDE WITH IMPRESSIONS

P.O.#		06/04/2025
Patient Name	Test, Test	
Age Range	36-45	APOLLO TESTING 6700 WASHINGTON AVE S, EDEN PRAIRIE, MN, 55344-3405, United States
Special Instructions		
Contact	Maggie2 Venell	8003288602
Bill To #	X2003	
Ship To #	X2003	
Service	Default, Second Day Air	

 |

Right Instrument

Edge AI 24 ITE R

Gain	Mfg. Select
Part Number	72121-SHT

Left Instrument

Edge AI 24 ITE R

Gain	Mfg. Select
Part Number	72121-SHT

250	500	750	1k	1.5k	2k	3k	4k	6k	8k		250	500	750	1k	1.5k	2k	3k	4k	6k	8k
	80		80		80		80			Air		80		80		80		80		
										Bone										

* No Response

Options - Right Ear

User Controls	Push Button
Lifestyle Solutions	No Telecoil
Wax Protection	Hear Clear
Venting	Manufacturer Select
Faceplate Color	Black Faceplate
Shell Color	Black Shell
Lifestyle Solutions	Directional Only

Options - Left Ear

User Controls	Push Button
Lifestyle Solutions	No Telecoil
Wax Protection	Hear Clear
Venting	Manufacturer Select
Faceplate Color	Black Faceplate
Shell Color	Black Shell
Lifestyle Solutions	Directional Only

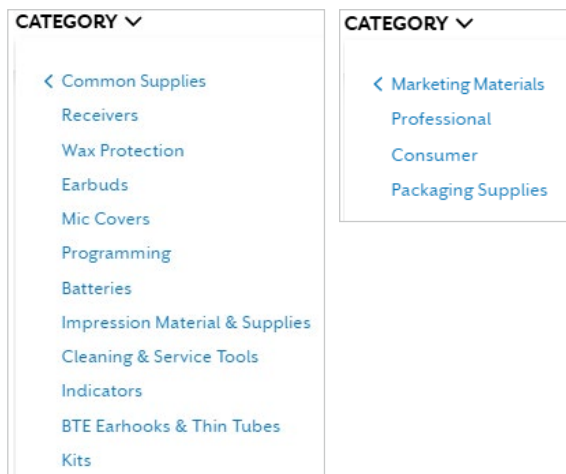
Accessories

StarLink Custom Charger 2.0 (Starkey)

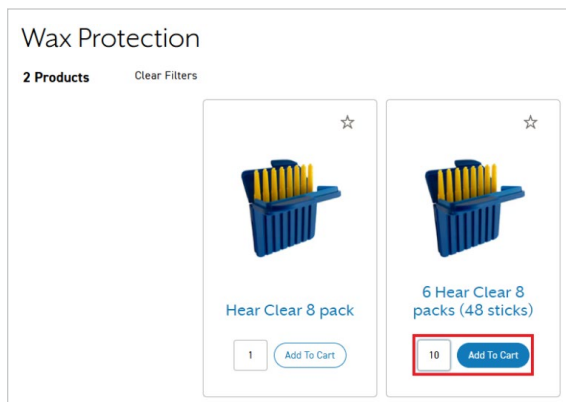
Placing Orders: Supplies

Ordering Supplies

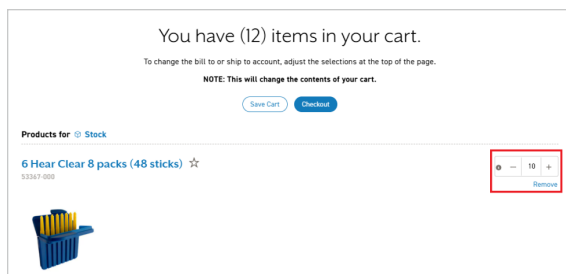
1. Filter by **Category** > **Common Supplies** or **Marketing Materials**



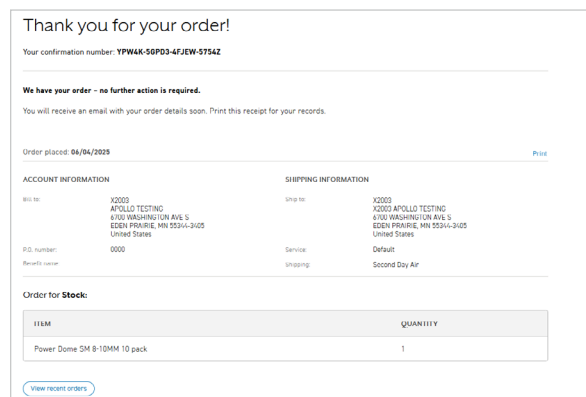
2. Select supplies you are looking for, enter quantity and **select 'Add to Cart'**. You can add multiple supplies to the same order. When you are ready to check out, go to your cart in the top right corner of the screen.



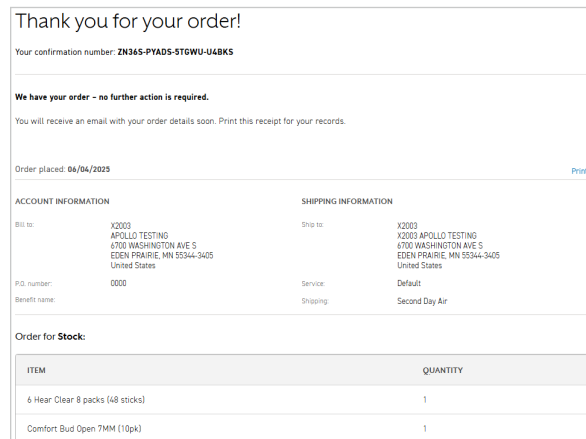
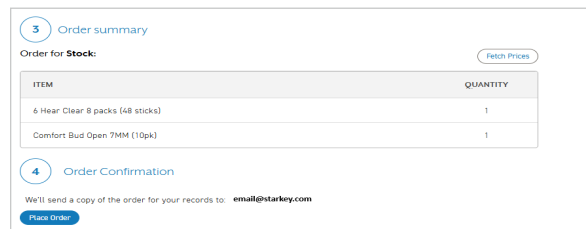
3. Once items are in the cart, you can adjust quantity or remove an item from your order before proceeding to Checkout.



4. Next, confirm Bill to, Ship to, add a PO number (if needed), and shipping method. On this screen your Bill to is locked, if you need to make changes to your Bill to, you will need to **'Return to Cart'** and change Bill to info at the top of the page and re-enter the order under the correct Bill to/Ship to.



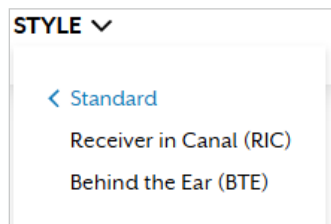
5. Review order summary and **select 'Place Order'**. You will be brought to the confirmation page where you will get the order confirmation number. You will receive an email with the order confirmation.



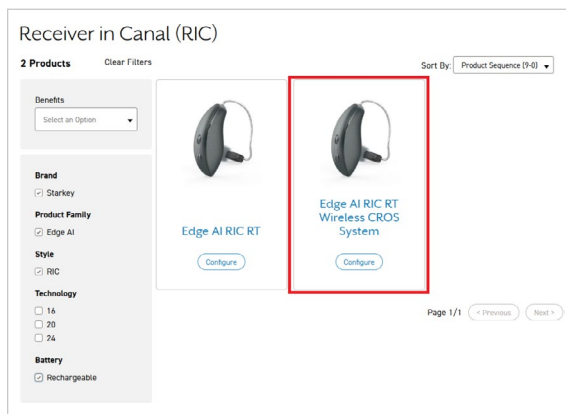
Placing Orders: CROS

Ordering a CROS System

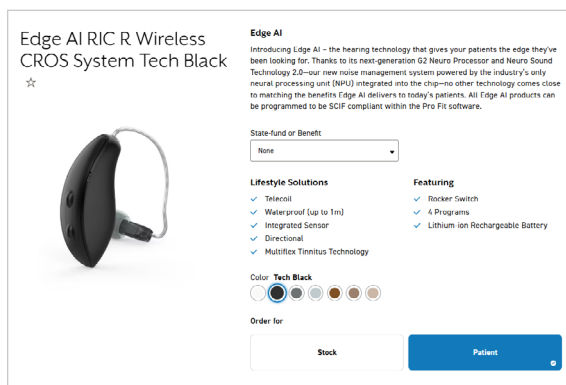
1. Filter by **Style > Standard > RIC or BTE**



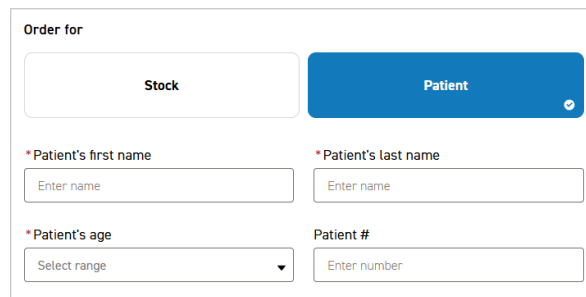
2. Use the filters to select the **Brand, Product Family and Style** to find the Wireless CROS System on the page.



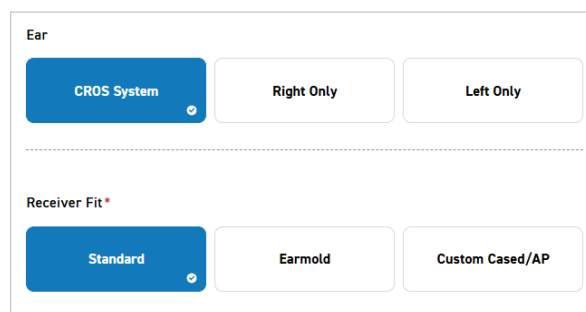
3. First select the **Color** and if the order is for **Stock** or **Patient**.



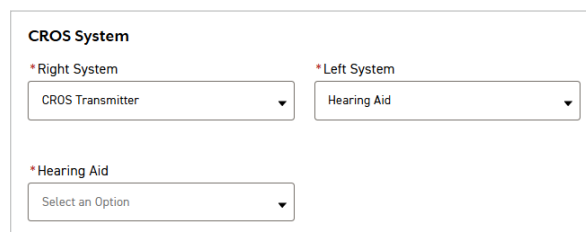
4. If the order is for a patient, **select 'Patient'** and enter patient info. If it is a Medicaid/benefit order, put the patient number in the **'Patient #'** field.



5. Select if the order is for the **CROS System, Right Only** or **Left Only** and what type of receiver you would like for the order



6. If ordering a **CROS System**, select which side has the transmitter, which side has the hearing aid and what type of hearing aid you would like to order.



Continued on next page

Placing Orders: CROS

7. Next, choose the receiver length and gain for right and left side.

Receiver Configuration

Receiver Guide >

Right Ear

Quantity

No Receiver

Cable Length 1

Cable Length 2

Cable Length 3

Cable Length 4

Cable Length 5

Left Ear

L

M

P

No Receiver

Cable Length 1

Cable Length 2

Cable Length 3

Cable Length 4

Cable Length 5

8. After choosing receivers, select the charger desired as well as any additional items needed like accessories, earbuds, or a patient carry-out bag.

Chargers

Order is eligible for 1 included chargers based on hearing aid quantity.

1 selection remaining

StarLink Charger 2.0
(Starkey RIC RT)
P00009112

-

0

+

StarLink Premium
Charger 2.0 (Starkey RIC
RT)
P00009115

-

0

+

9. Next, **click on ‘Add to Cart’**. You will be brought to the cart for checkout, confirm the items look correct and **select ‘Checkout’**. This is a good time to double check your Bill to and Ship to. If any changes are needed, you will make them at the top of the page.

You have (5) items in your cart.

To change the bill to or ship to account, adjust the selections at the top of the page.

NOTE: This will change the contents of your cart.

Save Cart Checkout

Products for test test

Edge AI RIC R Wireless CROS System Tech Black

63302-129

Quantity:1

Remove | Edit

OPTIONS

Right system CROS Transmitter Left system Hearing Aid

CROS Transmitter Coupling Non-Functional Custom Cased

Edge AI 24 RIC RT Tech Black

63311-139

Quantity:1

SnapFit 2.0 NON-FUNC CROS size RI

31595-131

Quantity:1

Continued on next page

17

Placing Orders: CROS

10. Next, confirm Bill to, Ship to, add a PO number (if needed), and shipping method. On this screen your Bill to is locked, if you need to make changes to your Bill to, you will need to **‘Return to cart’** and change Bill to info at the top of the page and re-enter the order under the correct Bill to/Ship to. Review order summary and **select ‘Place Order’**.

1

Payment information

Bill to

(X2003) 6700 WASHINGTON AVE S EDEN PRAIRIE...

STARKEY LABS
(X2003) 6700
WASHINGTON AVE S
EDEN PRAIRIE MN 55344-
3405

Purchase Order Number

Enter number

2

Shipping options

Ship to

(X2003) 6700 WASHINGTON AVE S EDEN PRAIRIE...

STARKEY LABS
(X2003) 6700
WASHINGTON AVE S
EDEN PRAIRIE MN 55344-
3405

Add Dropship

Service

Default

Shipping

Overnight, next day delivery

Order Summary

name	Quantity
Edge AI 24 RIC RT Graphite Gray	2
SnapFit 2.0 M Size L2	1
SnapFit 2.0 M Size R2	1
StarLink Charger 2.0 (RIC RT)	1
Power Dome SM 8-10MM 10 pack	1
Power Dome LG 12-14MM 10 pack	1

Patient

test test

Order Confirmation

We'll send a copy of the order for your records to

Place Order

11. You will be brought to the confirmation page where you will get the order confirmation number. You will receive an email with the confirmation order.

Thank you for your order!

Your confirmation number: **SXPWF-7TPHD-K7CKT-HNNWAR**

We have your order - no further action is required.

You will receive an email with your order details soon. Print this receipt for your records.

Order placed: 04/30/2025

Print

ACCOUNT INFORMATION

Bill to

P.O. number

Benefit name

SHIPPING INFORMATION

Ship to

Service

Shipping

Default

Second Day Air

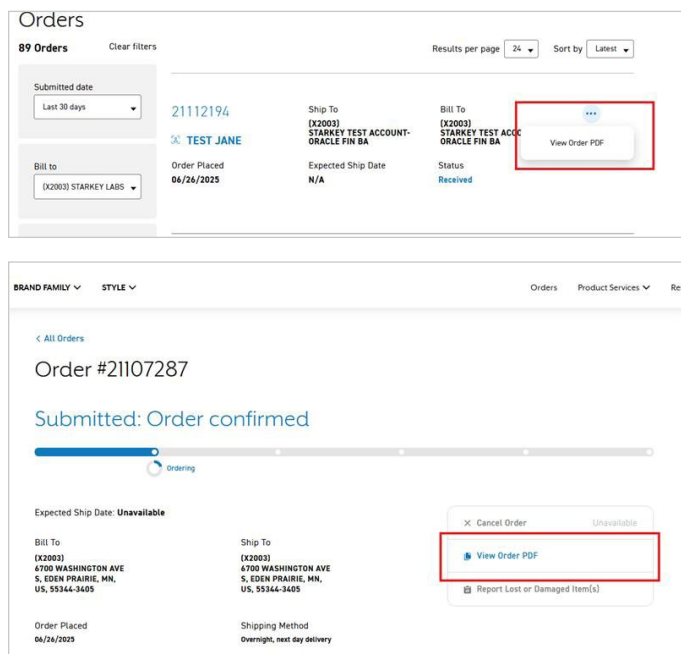
Order for Stock:

ITEM	QUANTITY
Edge AI RIC R Wireless CROS System Tech Black	1
Edge AI 24 RIC RT Tech Black	1
SnapFit 2.0 NON-FUNC CROS size R1	1
SnapFit 2.0 M Size L1	1
StarLink Charger 2.0 (Starkey RIC RT)	1

View recent orders

Can I print my order PDF after I place the order?

- Yes, navigate to the Orders page. View and download the order PDF from the button on the right or select the order and see the View Order PDF option.



Where can I search for items on the site?

- The search bar is located at the top of the home page. You can search using key terms and part numbers to find what you need
- The search bar is also located at the top of the page above the Starkey logo when you are on any page other than the home page

Where can I find help articles?

- Use the search bar in the Help tab. You can search for help articles, products and more***

What changes can I make to my order after I place it?

- Once the order has been placed, you can Change Shipping Address, Change Shipping Method, Report Lost or Damaged Item(s), or Cancel Order

Where can I find SoundGear?

- You can find SoundGear Active Hearing Protection under Category > Active Hearing Protection > SoundGear Active Hearing Protection. Here you will find SoundGear, Phantom and Shield products
- For the Passive Hearing Protection options, you will find those under Category > Earmolds > SoundGear Earplugs

Where can I find printable order forms?

- Under Resources Tab > Order Forms. Printable forms are at the bottom of the page

Where can I find Custom Cased Molds?

Under Category > Earmolds > Hearing Aid Earmolds. You can filter out product family Custom Cased

Can I change my Bill to account at the end of the ordering process?

- No, you will need to make sure you select the desired Bill to at the beginning of the ordering. If the wrong Bill to is selected at the beginning, you will need to cancel the order, change the Bill to and re-enter the order

Continued on next page

Where can I view my recently shipped orders?

- On the Starkey Central Home Page (click the Starkey logo) under Orders Recently Shipped. This will show you orders that have been sent to our shipping team and have a shipping label on them (you may not see tracking information right away, the carrier will need to pick up and scan the package for updates to occur)

Where can I view scan history on a device?

- Under Product Services > Device History. You can enter a serial number and view scan history.
If scan history section is blank, there is no impression on file. If we have a valid impression on file, you will see an ID and a date of that scan.

What is the Return policy?

- Products may be returned for full credit to Customer's account within 90 days from the date of invoice unless otherwise stated on invoice. Refunds will be credited to the Customer account. Shipping and handling fees do not get credited.

Placing an order for a 3rd party?

- 3rd party orders cannot be submitted through Starkey Central, printable order forms are recommended for submitting orders. You can find printable order forms under Resources > Order Forms.

How do I get to my "Saved for Later" Orders?

- Go to your cart in the top right corner of the screen, scroll down past the 'Add a finishing touch' options to your 'Saved Cart'. Find the order desired and select 'Move to Cart'.

Where can I update default Repair Warranty, Shipping Preferences and Primary Billing Account?

- Click on Username > Account Preferences and select the default you would like to update.

How can I add or edit users to Starkey Central?

- Users with Level 3-5 have the ability to Manage Users. When in Starkey Central, click on your name in the upper right corner and select Manage Users.
- To edit a user profile, click on their name. You can check or uncheck Bill to options, edit their name, change level of access, or deactivate the user.
- To create a new user, select the Add New User button. Fill out their name, phone number, and email address. In the Location Access, check off the boxes for all billing and shipping locations the user will need.

< Manage Users

Add New User

1 User Information

* First Name

* Last Name

* Phone

* Email

* Confirmation Email

2 Security Access

* Roles

☐ Financial Status	☒ Hearing Aid History
☒ Loss & Damage Claim	☒ Manage Users
☐ MarketPro	☒ Order Tracking
☒ Ordering	☒ PatientBase
☐ Preferences	☒ Print Shipping Label
☒ Software Downloads	☒ Warranty Center
☒ Workshop Request	

What are the different levels of users in Starkey Central that have managed access?

- Level 3** (previously known as Admin)
- Level 4** (previously known as Location Owner)
- Level 5** (previously known as Owner)

Continued on next page

What security access options are there for those with managed access?

- **Financial Status:** Access to the Financial Hub for Bill pay and invoices
- **Loss & Damage Claim:** Submit Loss & Damage claims
- **MarketPro:** Access to the MarketPro site
- **Ordering:** Place orders for hearing aids, supplies, etc.
- **Preferences:** Adjust preferences for Repair/Shipping defaults, set default Bill to
- **Software Downloads:** Download latest version of software
- **Workshop Request:** Connect to Workshop Consultant
- **Hearing Aid History:** Device and impression history
- **Manage Users:** Add users or manage location settings
- **Order Tracking:** Follow orders and track once shipped
- **Patient Base:** Access to Starkey's database for patient/hearing aid management
- **Print Shipping Label:** Create and print single-use shipping label
- **Warranty Center:** Purchase Warranty, register devices to patient

**If you run into any questions or need assistance,
please call our Starkey Central team at 800-328-8602 ext. 5557.**