



AUDIBEL

Contact Guide

**Help is just a
click or call away**
AudibelPro.com
800.769.2590

AudibelPro.com

Open 24/7/365, **AudibelPro.com** keeps you up to date on everything you need to know to partner with Audibel:

- Available products, accessories, apps, and more
- Services that can grow your business
- Solutions that help you support patients
- Training events
- Research papers and publications
- Secure access to Starkey Central

Starkey Central ALL-NEW

Starkey Central is your **all-new** self-service destination for all things Audibel. Accessing is simple—you can use your login to **AudibelPro.com** or go through Audibel fitting software.

Designed with you in mind, Starkey Central provides maximum efficiency and intuitive navigation. So, it's easier to use, faster than ever—and always available. Order both product and materials such as:

- Hearing aids and earmolds
- Common supplies
- Accessories
- Marketing materials
- Hearing protection

Plus, it allows you to do business with Audibel the way you want:

- Track order status
- Device history
- Check for scans on file
- Register standard products
- Process L&D claims
- Initiate returns, repair, & remake requests
- Look up device history
- Check account balance
- Initiate electronic payments
- View/print invoices online

Customer Service

Our Customer Service professionals are ready to assist with many of your daily business needs, such as:

- Ordering*
- Product support
- Audibel repairs & remakes*
- Track order status*
- Verifications
- Warranty services*
- Policy questions
- Supply orders*
- Earmold support
- Invoice/billing verifications

Customer Service is also available by email at: audibelsupport@audibelhearing.com

Audiology

Our experienced Audiology team is available to help with your fitting and product needs. Contact them regarding:

- Fitting assistance
- Product selection
- Product counseling
- Real-time Audiology On Demand sessions
- Fitting software training & questions
- Troubleshooting

Technical Support

Direct any questions regarding the technical aspects of your account to our Technical Support team. They are available to assist with a wide variety of technical applications, encompassing:

- Mobile app support
- Accessory support
- Software installation & support
- Programmer support
- Sycle.net support
- Consumer troubleshooting

Marketing

Our Retail Marketing department is a great resource to help generate leads and drive traffic to your practice. Your Retail Marketing representative can provide strategic planning, and digital marketing and campaign management services designed to deliver a positive ROI for your business. Contact your Retail Marketing representative for questions about:

- Website development & SEO
- Digital marketing
- Marketing planning and strategy
- Marketing results tracking & insights
- Custom creative services
- Lead-generation marketing (direct mail, newspaper, etc.)
- Marketing automation
- Patient retention programs

Sales

Your inside and outside Sales representatives are the best points of contact for any in-depth discussions about your Audibel business. They are the “account experts,” specifically designated to assist your office with sales needs, including:

- Product solutions
- Practice management
- Training options
- Pricing inquiries/discussions
- Promotional orders
- New account setup



Scan the QR code
to find contact
information for
your Audibel sales
representative.

*Services also available on audibelpro.com

All Make Repair

Find answers to questions about repairs to other manufacturers’ devices on [AudibelPro.com](#) or from our All Make Repair department. They can assist with questions about:

- All Make Repair estimates
- Reconditioned aids orders
- Miscellaneous parts and accessories orders
- Analog aids
- Body aids
- Bone conduction aids
- All Make Salvage Program
- Hearing Aid Recycle Program

All Make Repair is also available by email: customerserviceAMR@starkey.com or reconditioned_aids@starkey.com

Credit

We offer multiple convenient options for managing the financial aspects of your account. You can inquire with our credit department, access our online services, or submit requests via email. Your Credit representative is available to help with any questions or concerns, such as:

- Payment on account
- Invoice/statement requests
- Statement questions

Credit representatives are also available: creditrequest@starkey.com

Batteries

The Battery department is your point of contact for all battery-related questions. These include:

- Battery orders
- Battery life questions
- Battery invoice inquiries
- All battery requests



Starkey Cares** is our public commitment to corporate social responsibility, designed to bring people together under the common bond of caring for one another.

As a supporter of Starkey Cares, you are able to offer qualifying patients the ability to receive premium hearing aids from Starkey for only the cost of the application fee.

If you have questions about the program, or to apply:
Email: starkeycares@starkey.com
Website: www.audibelpro.com/starkeycares

Center for Excellence

Our Center for Excellence Customer Service team is available for assistance with:

- Domestic hearing mission aids
- Relief efforts
- CFE appointments
- IIC/AP mold-fitting assistance

The Center for Excellence is available by phone at the following numbers:
952-947-4700 or **Toll Free: 800-769-2799**

*Starkey Cares is not affiliated with the Starkey Hearing Foundation, which focuses on education and training for hearing health professionals in developing nations.



www.audibelpro.com

