Setting up Fall Alert on Starkey hearing aids

A step-by-step guide for iPhone and Android. Allow about 20 minutes, and tick each step as you go. **"The wearer"** is the person with the hearing aids, such as your mum or dad. **"You"** are the family member or friend who will receive the alerts.

Have these ready before you start

- The hearing aids, charged, and both phones in the same room.
- The wearer's own phone, signed in to the App Store (iPhone) or Play Store (Android), with mobile coverage.
- An email address and a password for the wearer's My Starkey account.
- A **different** email address for your own Hear Share account.

WEARER'S PHONE — Part 1: Install My Starkey and connect the hearing aids

- [ ] **1.** Open the **App Store** (iPhone) or **Play Store** (Android). Search for **My Starkey** and install it.
- [ ] **2.** **iPhone:** open **Settings > Accessibility > Hearing Devices** and check Bluetooth is on. **Android:** turn on **Bluetooth** and **Location** in the phone's settings.
- [ ] **3.** Put the hearing aids in the charger for a few seconds, then take them out so they restart. Keep them next to the phone.
- [ ] **4.** **iPhone only:** tap the hearing aids when they appear on the screen, then tap **Pair** (twice for two hearing aids). Wait until it says **Connected**.
- [ ] **5.** Open My Starkey. Tap **Get Started**, then **Accept** the terms of use.
- [ ] **6.** Choose to **create an account** and enter the wearer's email and a password. Do **not** tap "Skip for now": Fall Alert needs the account.
- [ ] **7.** Leave the consent switches on and tap **Continue**.
- [ ] **8.** Tap **Continue** to allow location access, then **Allow** for notifications.
- [ ] **9.** Tap **Continue** to confirm the hearing aids are on. **iPhone:** tap **Allow** at the Bluetooth prompt. **Android:** at the Nearby Devices prompt tap **OK**, then **Allow**, then **Pair**, then **Agree**.
- [ ] **10.** Wait until the app shows the hearing aids are connected, then tap **Got it** (on Android, tap **Continue** first).

WEARER'S PHONE — Part 2: Turn on Fall Alert

- [ ] **11.** Tap **Health** at the bottom of the screen, then **Set up Fall Alerts**.
- [ ] **12.** Tap **Next** through the introduction screens.
- [ ] **13.** Tap **Sample Indicators** and play each sound while the wearer has the hearing aids in, so they know what each one means.
- [ ] **14.** Tap **Add contact**. Enter your name and your mobile number. You will show as **Pending**.

YOUR PHONE — Part 3: Accept the invitation

- [ ] **15.** Open the text message from Starkey and tap the link in it.
- [ ] **16.** Verify your mobile number and tap **Confirm**.
- [ ] **17.** Check the wearer's phone. You should now show as **Active**, and the banner should read **System active**.

WEARER'S PHONE

Part 4: Share with your Hear Share app

- [ ] **18.** Tap **Health**, then **Share with caregivers**, then **+ Add Caregiver**.
- [ ] **19.** Enter your name and your own email address.
- [ ] **20.** Turn on **Wellness data** (this is the fall alerts), then tap **Send**.

YOUR PHONE

Part 5: Set up Hear Share

- [ ] **21.** Open the **App Store** (iPhone) or **Play Store** (Android). Search for **Hear Share** and install it.
- [ ] **22.** Open it and tap **Get started**. Create an account with your name, your own email and a password.
- [ ] **23.** Accept the agreements, then tap **I have an invitation**.
- [ ] **24.** Enter the 6-digit code from the invitation email. Tap **Continue**, then **Accept invitation**.
- [ ] **25.** Allow notifications when the phone asks. Then open the menu, tap **Notifications** and check that falls are switched on.

Before you finish

- The wearer's phone must stay **charged, switched on and near them**, with Bluetooth left on. If the phone is left in another room, alerts may not send.
- Don't swipe the My Starkey app closed. On Android, if the phone has a battery saver, exclude My Starkey from it.
- If the invitation text in step 15 doesn't arrive, enter your mobile number again starting with +61.
- After a fall, the wearer hears a countdown in their hearing aids and can cancel it. If they don't, you get a text with a map of where they are.

Fall Alert sends you a text message. It does not call an ambulance. If you get an alert and can't reach the wearer, call 000. Fall Alert is not a substitute for a fall alarm bracelet or pendant.

For Starkey hearing aids that use the My Starkey app (Genesis AI, Edge AI and Omega AI). Stuck on a step, or not sure your hearing aids have Fall Alert? Call AIM Hearing on **07 4153 1317**, Monday to Friday, 8.30 am to 4.30 pm.