

Thrive Hearing Control App User Guide for Apple

Congratulations on your
journey to better hearing



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**For Livio AI hearing aids.*

Introduction to Livio:

Starkey's Thrive Compatible Hearing Aids



Shown above are Starkey's hearing aids that work with the Thrive® Hearing Control app.

Apple

Apple®'s operating system (iOS) is responsible for managing the connectivity between your Apple device(s) and Thrive compatible hearing aids. The Thrive Hearing Control app is a supplement to your hearing aids offering a variety of enhanced adjustment capabilities. With Thrive, you can customize your hearing aids to fit your lifestyle.

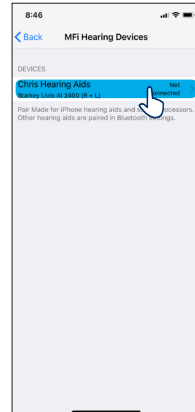
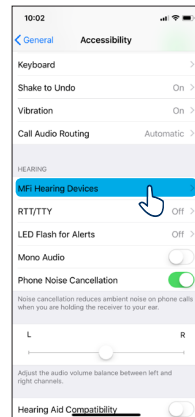
iOS UPDATE NOTE: When updating the version of iOS on your iPhone, the hearing aids may lose connection, requiring you to unpair and re-pair the hearing aids with your iPhone.

For the most up-to-date compatibility information, visit starkey.com/thrive-hearing

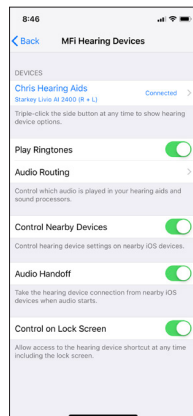
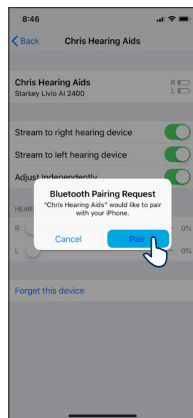
Connectivity for Apple Devices

In order to use the Thrive Hearing Control app, you must first pair your hearing aids with your iOS device.

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



Re-connecting your hearing aids to your Apple Device

When you turn off your hearing aids or Apple device, they will no longer be connected to one another. To re-connect, turn on your Apple device and then power on your hearing aids.

The hearing aids will automatically connect to your Apple device. You can also verify this connection by accessing the Accessibility shortcut (triple click the Home button) and making sure your hearing aids have been detected.

Launch/Setup

Upon first launch of the Thrive Hearing Control app, you will be prompted several times to acknowledge the license agreement and privacy policy as well as customize the setup of the app. You will have the option to set up notification alerts, to choose a basic or advanced mode, and to setup a cloud account for the Hearing Care Anywhere feature.

Download the Thrive Hearing Control App for Apple Devices

The Thrive 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, open the “App Store.”



Step Two: Type “Thrive Hearing Control” in the search box.

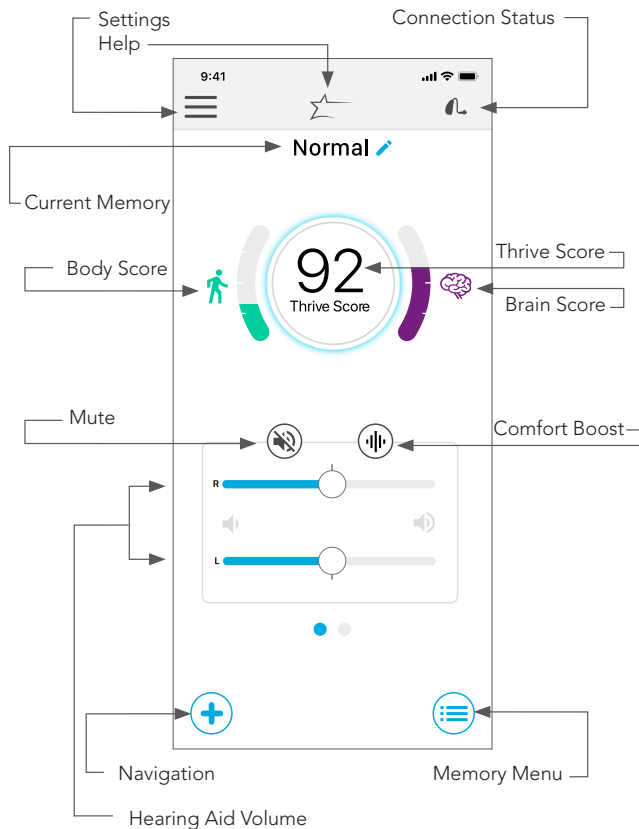


Step Three: Tap “GET” to download the app to your device. Follow the screen prompts to set up the app.



Step Four: Once the app has installed, open the Thrive Hearing Control app from your home screen or Apps List.





Settings

Tap to open the menu. See Settings section for full description.

Help

The help feature explains the function of each available screen. Tap the [Star](#) icon at the top of the screen to get help for that specific screen. All help files can be found in [Settings > User Guide](#).

Connection Status

Tap to view the current connection status for your hearing aids.

Current Memory

The current memory you're using is shown here.

Thrive Score

A view into both brain and body wellness.

Hearing Aids Volume

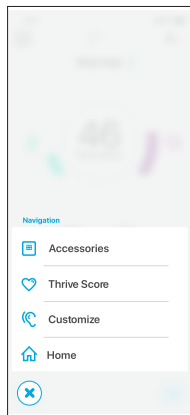
Increase/decrease the volume level on your hearing aids by sliding the volume slider for each side or by using the slidepad (between left and right volume sliders) to adjust both sides simultaneously. Double-tap anywhere on the slidepad to return your volume to the default level set by your hearing professional.

Mute

Tap the [Mute](#) button to mute the microphones on both hearing aids. Tap on it again to unmute the hearing aids.

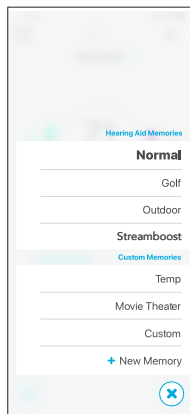
Navigation

The navigation icon provides access to the commonly used sections Accessories, Thrive Score (for Livio AI hearing aids), Customize and Home.



Memory Menu

Tap the memory menu icon to view and select from available memories or to create a new memory.

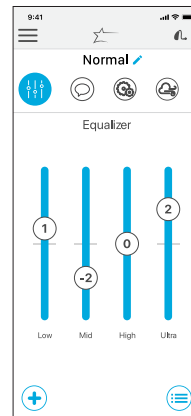


Customize Screens

Tap Customize to gain access to a variety of adjustment controls for personalizing your hearing aid memories.

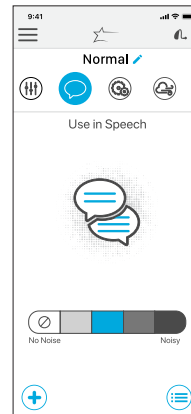
Equalizer

Customize offers equalizer bars for several frequency ranges. You can slide up/down to adjust for your preferred sound quality. You can adjust differently per memory.



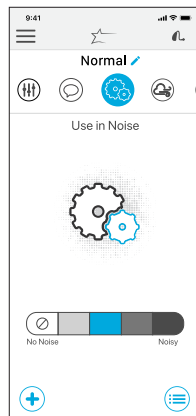
Speech in Noise

Speech in Noise reduces the amount of background noise coming into your hearing aids. You can adjust this individually for each hearing aid memory. Setting further to the right provides more comfort in noise. The blue block shows the current setting.



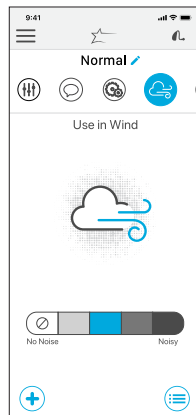
Machine Noise

Machine Noise reduces sounds produced by machinery to increase your comfort in loud environments. Setting further to the right provides more comfort in noise. The blue block shows the current setting.



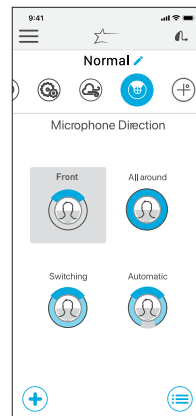
Wind

Wind provides you control for reducing the sound of wind noise blowing across your hearing aid microphones per memory. Setting further to the right provides more comfort in wind. The blue block shows the current setting.



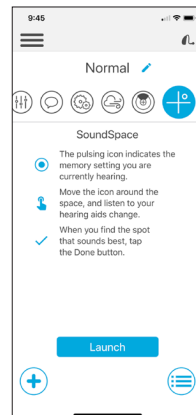
Microphone Direction

Microphone Direction provides the ability to control the sound around you in each memory. Use this option to improve your ability to hear conversation by focusing the microphone to the sounds in front of you. The automatic mode follows speech sounds based on noise levels.



SoundSpace

SoundSpace allows you to turn your iOS device into a personal settings adjustment tool for your hearing aids. It provides the ability to modify the response for any of your custom Thrive memories to better suit a particular environment. As you move your finger around the blank screen, the settings in your hearing aids will temporarily change so you can listen to a variety of options.



Thrive Score*

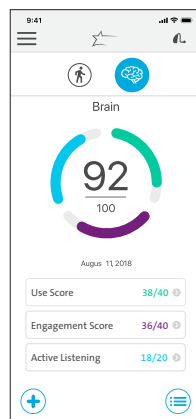
Overall Thrive Wellness Score is a combination of both Brain and Body scores. You have the ability to reach a score of 200 each day.

Brain tracking is comprised of three segments. Each segment has a point value to reflect how you are using your hearing aids. The Thrive Hearing Control app reads usage data from your hearing aids and shows your daily progress points. Your goal is 100 points per day.

Use Score points are gained by wearing your hearing aids on a daily basis. The more you use them, the more points earned (40 possible).

Engagement Score points are gained by using your hearing aids to engage with others. The more time spent in environments with conversational speech, the more points earned (40 possible).

Active Listening points are gained when the hearing aids are adapting to challenging listening environments (20 possible).

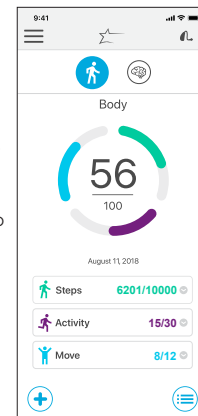


Body tracking is comprised of progress toward three daily goals for physical activity. Meeting all three goals will provide a full 100 points. The hearing aid tracks steps and that data is transmitted to the app throughout the day. You can set/modify goals in the Settings area.

Steps show your progress toward the daily step count goal (40 points possible).

Activity shows your progress toward your daily goal for vigorous exercise (40 points possible).

Move shows your progress toward your move goal to stand up and move around every hour (20 points possible).

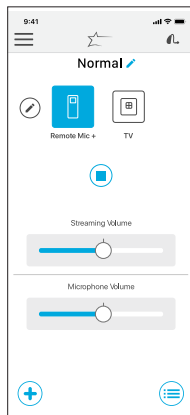


Note: Hearing aids must regularly connect to the phone during the day and the Thrive Hearing Control app must be kept open in the background of your phone.

*For Livio AI hearing aids.

Accessories

The Thrive Hearing Control app provides the ability to control streaming audio from accessories like Starkey Hearing Technologies TV and Remote Microphone +. These accessories pair directly to your hearing aids. From the app, you can select a paired accessory, start and stop audio streaming and control the volume of both streaming and surrounding sounds.



Settings

User Guide

An overview of each screen/feature is available in the Thrive Hearing Control app. Each section shows the screen details and describes each function.

Device Settings

Advanced settings for your hearing aids can be turned on/off or set in this area.

Auto Streaming - Enables your hearing aids to recognize when an audio stream starts and automatically change to a different memory and microphone reduction specifically optimized for streaming audio.

Comfort Boost - Allows your hearing aids to aggressively reduce noise while optimizing sound quality in noisy environments.

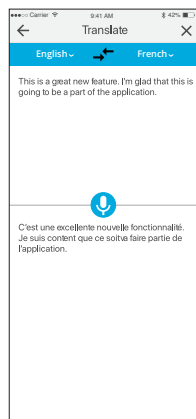
Alerts - Allows the hearing aid to play an alert tone for certain phone notifications like calendar events, email and social media.

Thrive Score

Settings section for the Thrive Score. You can add/update your demographic data for more accurate step tracking activity. In addition, you can set/modify goals for Steps, Activity and Move.

Translate*

Translate is a feature that allows you to choose your language and the language of another speaker to engage in conversation. When you speak into the phone, the app will translate your speech and display it on the screen in the other person's language. When the other person speaks into the phone, the app will translate their speech, display it in your language on the phone, and stream that translated text to your hearing aids in your language.



*For Livio AI hearing aids

Hearing Care Anywhere

Creating an Account

Hearing Care Anywhere requires you to create your own account. Through this account, your hearing aids can be backed up and synched between multiple phones. You can create an account during the install process or at a later time if desired. You can create an account using your existing Facebook or Google account, or by creating your own account using email and a password of your choosing.

Back Up

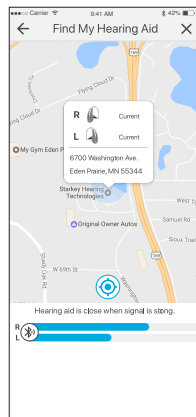
When you make any changes using the Thrive Hearing Control app, those changes are saved to your cloud account to back up your settings in real-time.

Remote Adjustments

Your hearing professional can enable remote programming. This allows you to request adjustments and help fine tune your hearing experience without having to stop in the office.

Find My Hearing Aids

The Find My Hearing Aids feature allows you to track the last known physical location of your hearing aids on a map. When the Find My Hearing Aids feature is accessed, you will see a map view with a note showing the location where your hearing aids were last connected. If your hearing aids are actively connected (or become connected), the bars on the bottom of the screen will animate to indicate how close or far away you are from your hearing aids.



App Settings

Options under App Settings include the ability to change between Basic or Advanced mode and to fully reset the Thrive Hearing Control app. The Advanced mode provides full functionality for every feature in the app, while the Basic mode includes a subset of just the very basics to keep things simple.

About

Provides information about Starkey Hearing Technologies, the End User License Agreement, privacy policy and the app version. There is also a section to provide feedback.

Demo Mode

Puts the Thrive Hearing Control app into a demo mode allowing the app to function without any hearing aids attached so that all features are visible for demonstration. Adjustments made while in Demo Mode will not be applied to your hearing aids.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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For Livio AI, Livio, Thrive and iOS/Android compatibility information, please visit starkey.com/thrive-hearing.

Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the badge, 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. 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 registered service mark of Apple Inc.



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For Livio AI, Livio, Thrive and iOS/Android compatibility information, please visit starkey.com/thrive-hearing.
Android and Google Play are trademarks of Google Inc.

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Remote Adjustments

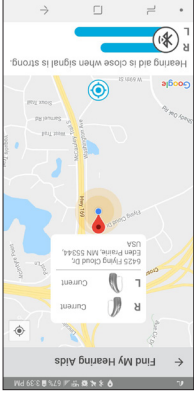
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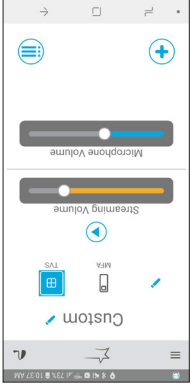
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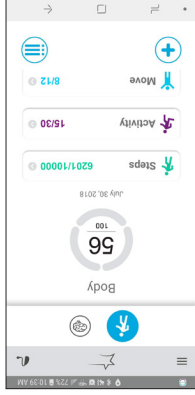


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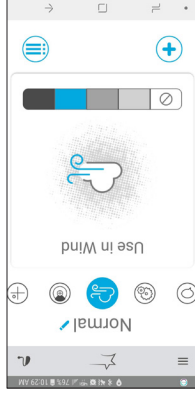
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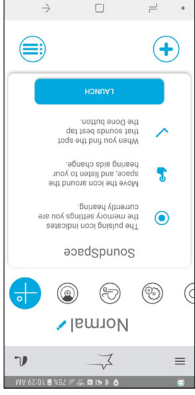
Wind

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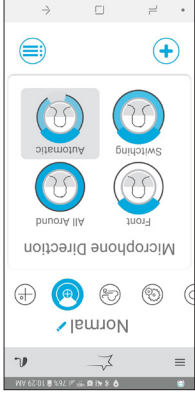
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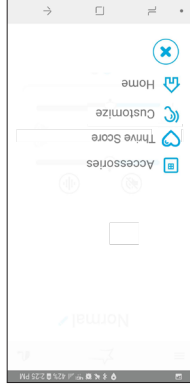
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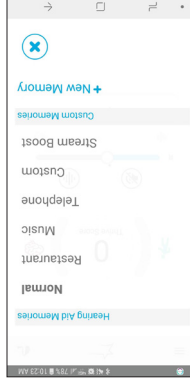
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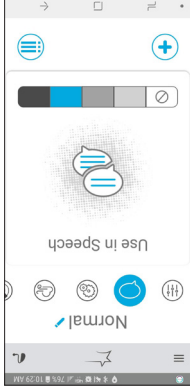
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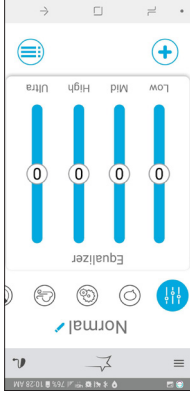
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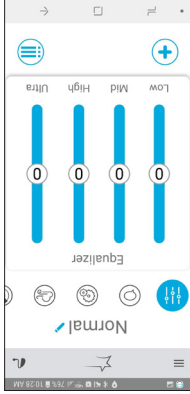
Equalizer

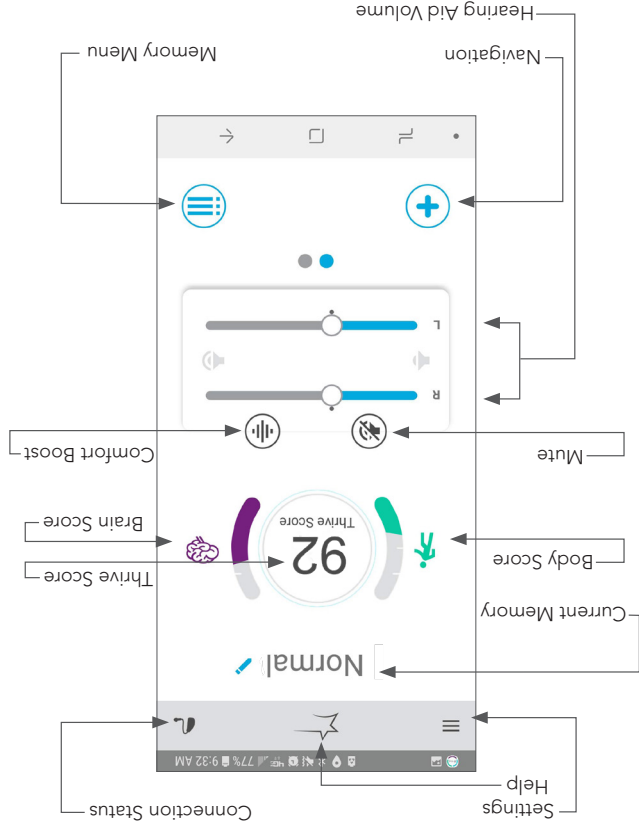
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A view into both brain and body wellness.

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Step Two: Type "Thrive Hearing Control" in the search box.



Step Three: Tap "GET" to download the app to your device. Follow the screen prompts to set up the app.



Step Four: Once the app has installed, open the Thrive Hearing Control app from your home screen or Apps List.



Samsung
Galaxy Apps



4. Under **Paired devices** you will see your first name followed by hearing aids (e.g. "Amy Hearing Aids") when the device first discovers the hearing aids. If your name does not appear in the Available Devices list within 5-7 seconds, tap **Scan For Devices** or refresh the Bluetooth search by exiting the screen and returning.
5. Tap the hearing aid name to connect each hearing aid to the device.
6. Pairing is complete.

Re-connecting your hearing aids to your Android Device

When you turn off your hearing aids or Android device, they will no longer be connected to one another. To re-connect, turn on your Android device and then power on your hearing aids. The hearing aids will automatically connect to your Android device. If you are having trouble getting your hearing aids and app to reconnect, check the Bluetooth settings on your Android device to make sure your hearing aids are still paired and if not, repeat the pairing process.

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Starkey's Thrive Compatible Hearing Aids



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Android

Android™'s operating system is responsible for managing the connectivity between your Android device(s) and Thrive compatible hearing aids. The Thrive Hearing Control app is a supplement to your hearing aids offering a variety of enhanced adjustment capabilities. With Thrive, you can customize your hearing aids to fit your lifestyle.

Note: Streaming is not yet available for Android devices.

For the most up-to-date compatibility information, visit starkey.com/thrive-hearing

Connectivity for Android Devices

In order to use the Thrive Hearing Control app, you must first pair your hearing aids with your Android device.

NOTE: Hearing aids must be powered on to pair with your device.

1. Locate, then tap the **Settings** icon on your device

2. Select **Bluetooth**.
3. In this screen, if **Bluetooth** appears Off,

change the setting to **On**. Then, open and close the battery door on your hearing aids. This puts the hearing aids in pairing mode.

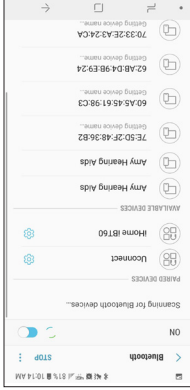


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Thrive Hearing Control App User Guide for Android

Congratulations on your
journey to better hearing

