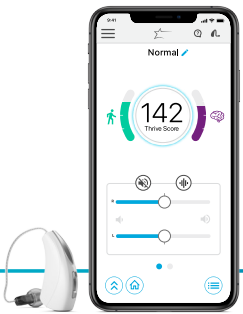
Thrive Hearing Control App User Guide for Apple

Congratulations on your journey to better hearing



Starkey

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**For Livio AI hearing aids.*

***Available with Livio AI Rechargeable hearing aids with a Custom Healthable Receiver. Ask your hearing professional for availability.*

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.

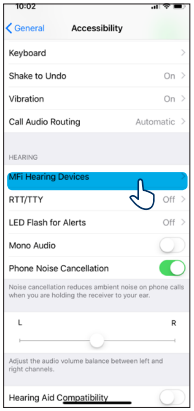
iOS UPDATE NOTE: *When updating the version of iOS on your iPhone®, the hearing aids may lose connection, requiring you to unpair and re-pair the hearing aids with your iPhone.*

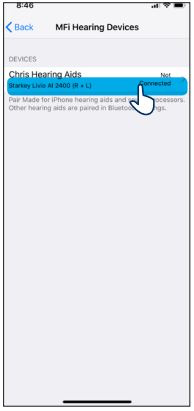
For the most up-to-date compatibility information, visit starkey.com/thrive-hearing

Connectivity for Apple Devices

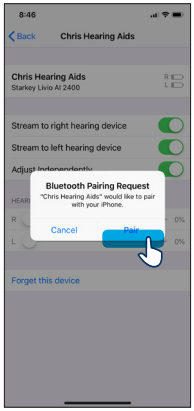
In order to use the Thrive app, you must first pair your hearing aids with your iOS device.

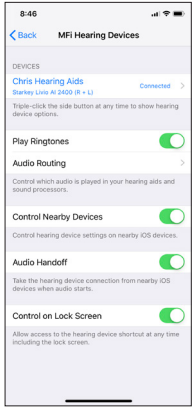
1. Ensure Bluetooth® is enabled on your iOS device. Within the Settings menu go to Bluetooth and toggle to On.
2. Open and close the battery door on your hearing aids. This puts the hearing aids in pairing mode.
3. Within the Settings menu go to General > Accessibility > MFi Hearing Devices.
   - You 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 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 set up a cloud account for the Hearing Care Anywhere™ feature.

Download the Thrive Hearing Control App for Apple Devices

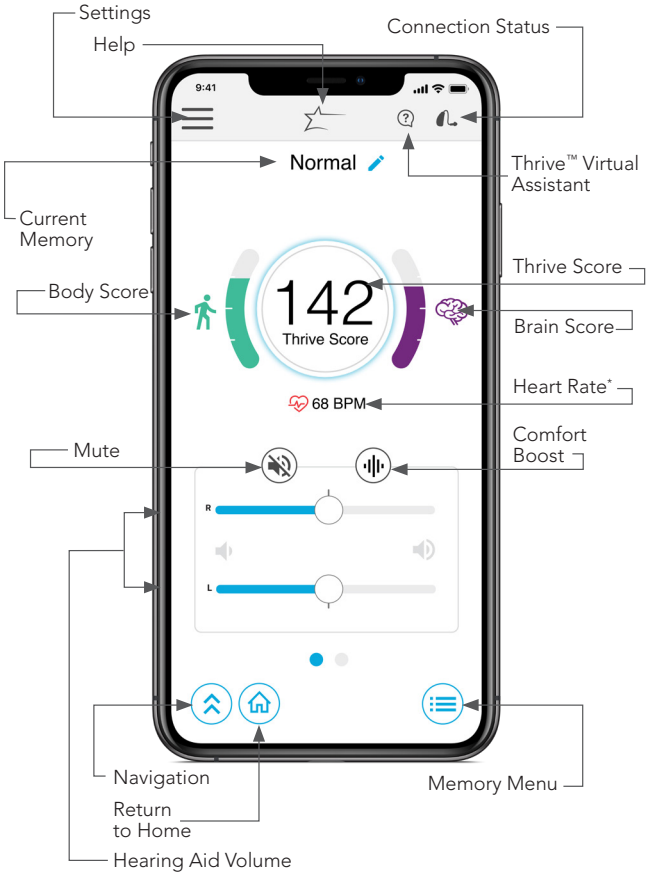
The Thrive app makes it easy to control and adjust your hearing aids with your compatible Apple device. Downloading the app is easy. Follow the step-by-step instructions below:

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 app from your Home screen or Apps List.



*Ask you hearing professional for availablity.

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.

Thrive Virtual Assistant*

You can now trigger a voice assistant within the Thrive app to ask a question like "How do I customize my hearing aids settings?" Thrive Virtual Assistant uses the phone microphone to listen for your question and then provides you with an answer via a help file. Thrive Virtual Assistant can be triggered via an icon in the Thrive app or a double tap gesture to your Livio AI hearing aids.

Current Memory

The current memory you're using is shown here.

Thrive Score

A view into both brain and body wellness. This will only appear when using Livio AI hearing aids.

*Requires a cloud account.

Volume

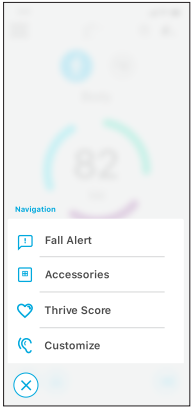
Increase/decrease the volume level on your hearing aids by sliding the volume slider for each side or by using the slidepad (between left and right volume sliders) to adjust both sides simultaneously. Double-tap anywhere on the slidepad to return your volume to the default level set by your hearing professional.

Mute

Tap the Mute button to mute the microphones on both hearing aids. Tap on it again to unmute the hearing aids.

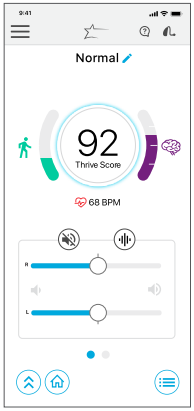
Navigation

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



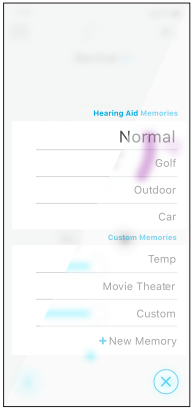
Home

Tap the Home icon to return to the main screen.



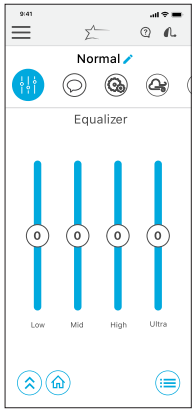
Memory Menu

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.

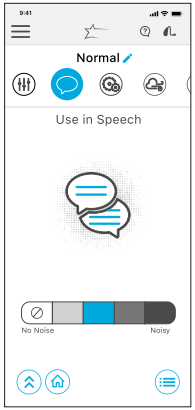


Equalizer

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.

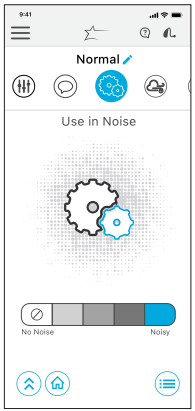
Speech in Noise

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

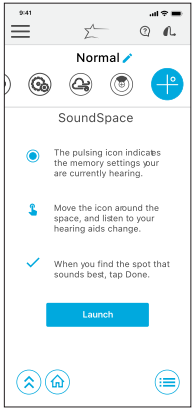
Wind provides you control for reducing the sound of wind noise blowing across your hearing aid microphones per memory. Setting further to the right provides more comfort in wind. The blue block shows the current setting.

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

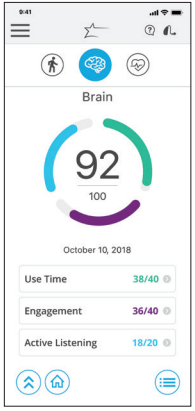
SoundSpace allows you to turn your iOS device into a personal settings adjustment tool for your hearing aids. It provides the ability to modify the response for any of your custom Thrive memories to better suit a particular environment. As you move your finger around the blank screen, the settings in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

**For Livio AI hearing aids.*

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).

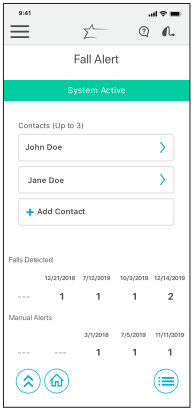
Activity shows your progress toward your daily goal for vigorous exercise (40 points possible).

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 app must be kept open in the background of your phone.

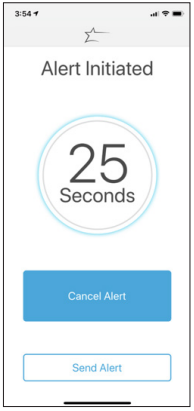
Fall Detection and Alerts*

The Fall Alert feature can be used to send an alert text message containing your GPS location to your designated contacts, should you fall or experience a non-fall-related event. Fall Alert can be configured to send automated and/or manually-initiated alerts.



Auto Alert enables the sensors in your hearing aids to detect a fall automatically.

Manual Alert enables you to "Push and Hold" the user control on either hearing aid to initiate an alert text message.



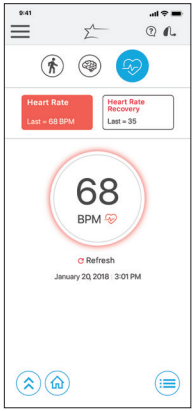
An alert text message will be initiated by the Thrive app when a fall is automatically detected or manually initiated by you. The text message will be sent to a maximum of three predefined contacts, who can confirm receipt of the message and view a map, indicating your location.

**For Livio AI hearing aids.*

Alert Cancellation allows you to cancel an Auto Alert or Manual Alert from either your hearing aids or your smartphone. To cancel an alert text message from your hearing aids, press the user control on either hearing aid. You will be informed of the cancellation in the Thrive app and via a speech indicator through your hearing aids. Fall Alert messages can be canceled within the 60 or 90 second preselected cancellation time following alert initiation.

Contacts allows you to identify up to three contacts to whom you would like alert text messages sent. You must enter the name and smartphone number for each contact into the Thrive app. Each of your contacts will receive a text message prompting them to confirm participation in your Fall Alert system.

Heart Rate*



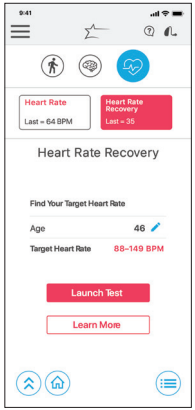
The Thrive app provides you the ability to measure your Heart Rate and perform a Heart Rate Recovery test to help you track your general heart wellness.

Heart Rate measure provides a view of your current heart rate. Once you take a measurement, your last measured heart rate will be visible on the Home screen. Your heart rate will be measured anytime you navigate to the Heart Rate screen.

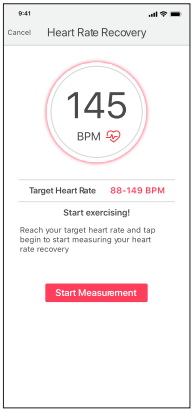
Heart Rate Recovery is a physical activity to measure the amount your heart rate recovers in the two minutes immediately after exercising to get your heart rate into the target range for your age.

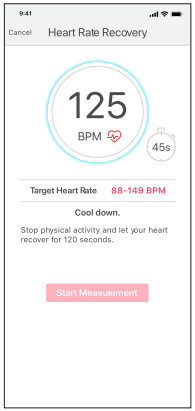
**Available with Livio AI Rechargeable hearing aids with a Custom Healthable Receiver. Ask your hearing professional for availability.*

The Thrive app will guide you through the steps to select your target heart rate range, monitor your heart rate as you exercise to reach the target range, and prompt you to stop exercising and set an automatic timer to measure your heart rate as it recovers over two minutes.

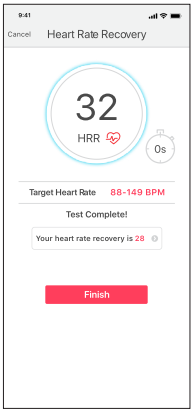


The beats per minute difference between your heart rate measured at peak exercise (target heart rate) and your heart rate measured two minutes after stopping exercise is your Heart Rate Recovery number.



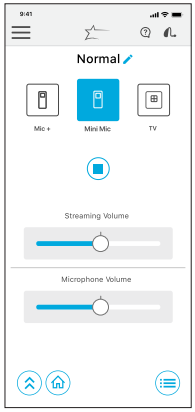


The Heart Rate Recovery number can be used as general indicator of heart health. Always consult with your physician for any heart health concerns.



Accessories

The Thrive app provides the ability to control streaming audio from accessories like Starkey Hearing Technologies TV, Remote Microphone + and Mini 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.



User Guide

An overview of each screen/feature is available in the Thrive 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.

Tap Gesture* allows you to enable or disable the tap gesture, set the sensitivity, and choose the feature to activate by tap gesture (Thrive Virtual Assistant or Accessory Start/Stop Streaming).

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 your 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.

**For Livio AI hearing aids.*

Fall Alert*

Auto Alert sensitivity allows you to adjust your Auto Alert Sensitivity in the Thrive app. Increasing the sensitivity may increase the likelihood of detecting a fall. Decreasing the sensitivity may help reduce the probability of false alerts.

Profile enables you to modify your profile information.

Auto Alert and Manual Alert indicators provide the ability to review and demo the Fall Alert indicators for familiarity in the event of a fall.

Contacts enables you to add, edit or delete a contact.

Cancellation Timer allows you to select 60 or 90 seconds as the allotted time before an alert text message is sent.

Alert Message enables you to edit your name and displays an example of an alert text message.

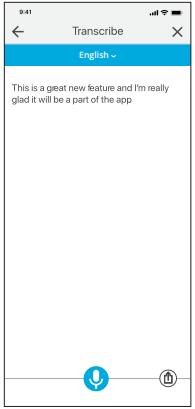
**For Livio AI hearing aids.*

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 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 and stream that translated text to your hearing aids in your language.

Transcribe*

Transcribe is a feature that allows you to have closed captioning for real world situations. When you or others speak into the phone, the Thrive app will transcribe that speech and display it onto your screen. There is also the option to save, message, copy or email the transcribed text.

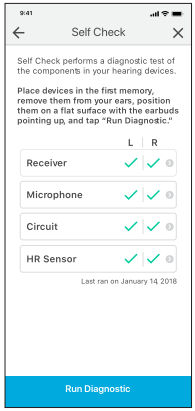


**For Livio AI hearing aids.*

Self Check

Self Check provides you a quick, convenient way to analyze your hearing aids' performance on your own. With Self Check, you are able to run diagnostics on the performance of the components within your hearing aid(s) including the microphones, receiver, circuit and sensors.

Self Check will display the performance of components and provide you with instructions for servicing if needed (most issues are due to wax/debris and can be resolved on your own). Your hearing professional will do the initial setup of Self Check to establish the baseline measure for you.



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

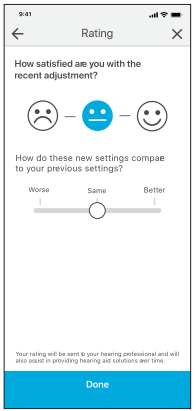
When you make any changes using the Thrive app, those changes are saved to your cloud account to back up your settings in real-time.

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 into the office.

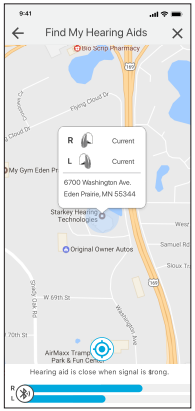
Patient Ratings

When you interact with your hearing professional through Hearing Care Anywhere to request and receive remote programming you can provide feedback on your satisfaction with their suggested programming changes. You will be prompted to rate how they sound, and the rating will be sent to your hearing professional to help them ensure your satisfaction.



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 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 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.

Notes

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For Livio AI, Livio, Thrive Hearing Control app 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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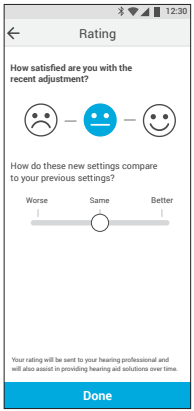
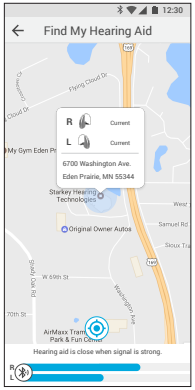
Patient Ratings

When you interact with your hearing professional through Hearing Care Anywhere to request and receive remote programming you can provide feedback on your satisfaction with their suggested programming changes. You will be prompted to rate how they sound, and the rating will be sent to your hearing professional to help them ensure your satisfaction.



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 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.

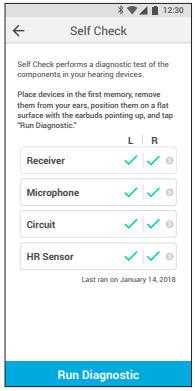
Demo Mode

Puts the Thrive 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.

Self Check

Self Check provides you a quick, convenient way to analyze your hearing aids' performance on your own. With Self Check, you are able to run diagnostics on the performance of the components within your hearing aid(s) including the microphones, receiver, circuit and sensors.

Self Check will display the performance of components and provide you with instructions for servicing if needed (most issues are due to wax/debris and can be resolved on your own). Your hearing professional will do the initial setup of Self Check to establish the baseline measure for you.



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 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 into the office.

Fall Alert*

Auto Alert sensitivity allows you to adjust your Auto Alert Sensitivity in the Thrive app. Increasing the sensitivity may increase the likelihood of detecting a fall. Decreasing the sensitivity may help reduce the probability of false alerts.

Profile enables you to modify your profile information.

Auto Alert and Manual Alert indicators provide the ability to review and demo the Fall Alert indicators for familiarity in the event of a fall.

Contacts enables you to add, edit or delete a contact.

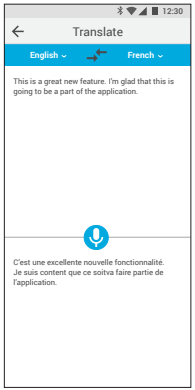
Cancellation Timer allows you to select 60 or 90 seconds as the allotted time before an alert text message is sent.

Alert Message enables you to edit your name and displays an example of an alert text message.

**For Livio AI hearing aids.*

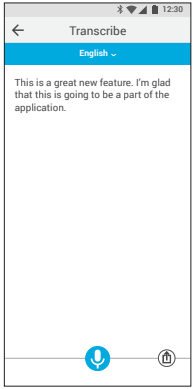
Translate*

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 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 and stream that translated text to your hearing aids in your language.



Transcribe*

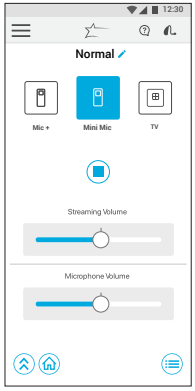
Transcribe is a feature that allows you to have closed captioning for real world situations. When you or others speak into the phone, the Thrive app will transcribe that speech and display it onto your screen. There is also the option to save, message, copy or email the transcribed text.



**For Livio AI hearing aids.*

Accessories

The Thrive app provides the ability to control streaming audio from accessories like Starkey Hearing Technologies TV, Remote Microphone + and Mini 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.



User Guide

An overview of each screen/feature is available in the Thrive 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.

Tap Gesture* allows you to enable or disable the tap gesture, set the sensitivity, and choose the feature to activate by tap gesture (Thrive Virtual Assistant or Accessory Start/Stop Streaming).

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.

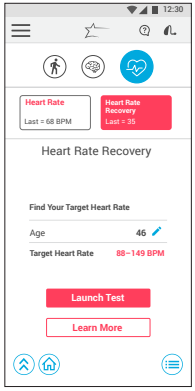
Alerts allows your hearing aid to play an alert tone for certain phone notifications like calendar events, email and social media.

Thrive Score*

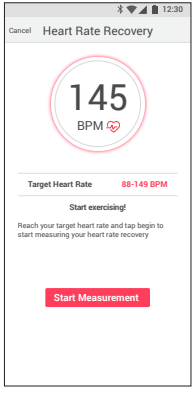
Settings section for the Thrive Score. You can add/update your demographic data for more accurate step tracking activity. In addition, you can set/modify goals for Steps, Activity and Move.

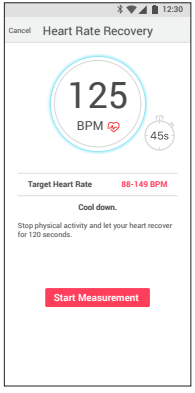
**For Livio AI hearing aids.*

The Thrive app will guide you through the steps to select your target heart rate range, monitor your heart rate as you exercise to reach the target range, and prompt you to stop exercising and set an automatic timer to measure your heart rate as it recovers over two minutes.

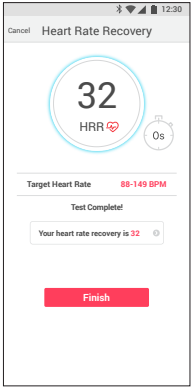


The beats per minute difference between your heart rate measured at peak exercise (target heart rate) and your heart rate measured two minutes after stopping exercise is your Heart Rate Recovery number.





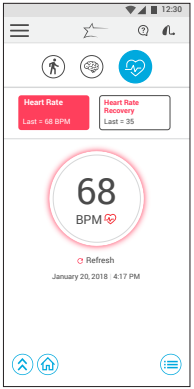
The Heart Rate Recovery number can be used as general indicator of heart health. Always consult with your physician for any heart health concerns.



Alert Cancellation allows you to cancel an Auto Alert or Manual Alert from either your hearing aids or your smartphone. To cancel an alert text message from your hearing aids, press the user control on either hearing aid. You will be informed of the cancellation in the Thrive app and via a speech indicator through your hearing aids. Fall Alert messages can be canceled within the 60 or 90 second preselected cancellation time following alert initiation.

Contacts allows you to identify up to three contacts to whom you would like alert text messages sent. You must enter the name and smartphone number for each contact into the Thrive app. Each of your contacts will receive a text message prompting them to confirm participation in your Fall Alert system.

Heart Rate*



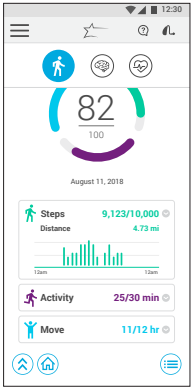
The Thrive app provides you the ability to measure your Heart Rate and perform a Heart Rate Recovery test to help you track your general heart wellness.

Heart Rate measure provides a view of your current heart rate. Once you take a measurement, your last measured heart rate will be visible on the Home screen. Your heart rate will be measured anytime you navigate to the Heart Rate screen.

Heart Rate Recovery is a physical activity to measure the amount your heart rate recovers in the two minutes immediately after exercising to get your heart rate into the target range for your age.

**Available with Livio AI Rechargeable hearing aids with a Custom Healthable Receiver. Ask your hearing professional for availability.*

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).

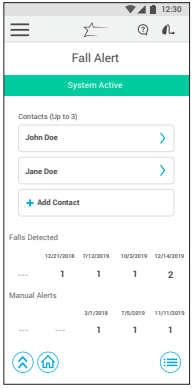
Activity shows your progress toward your daily goal for vigorous exercise (40 points possible).

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 app must be kept open in the background of your phone.

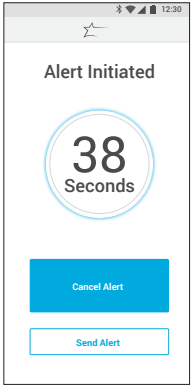
Fall Detection and Alerts*

The Fall Alert feature can be used to send an alert text message containing your GPS location to your designated contacts, should you fall or experience a non-fall-related event. Fall Alert can be configured to send automated and/or manually-initiated alerts.



Auto Alert enables the sensors in your hearing aids to detect a fall automatically.

Manual Alert enables you to "Push and Hold" the user control on either hearing aid to initiate an alert text message.

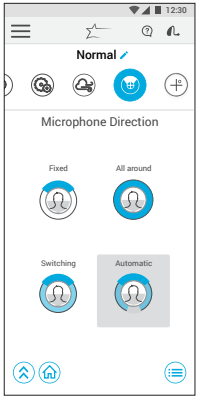


An alert text message will be initiated by the Thrive app when a fall is automatically detected or manually initiated by you. The text message will be sent to a maximum of three predefined contacts, who can confirm receipt of the message and view a map, indicating your location.

**For Livio AI hearing aids.*

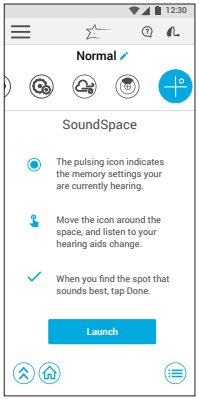
Microphone Direction

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

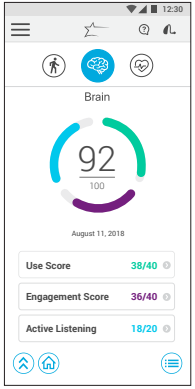
SoundSpace allows you to turn your Android device into a personal settings adjustment tool for your hearing aids. It provides the ability to modify the response for any of your custom Thrive memories to better suit a particular environment. As you move your finger around the blank screen, the settings 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 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).

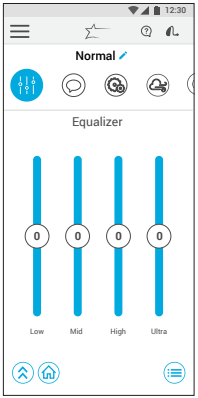
**For Livio AI hearing aids.*

Customize Screens

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

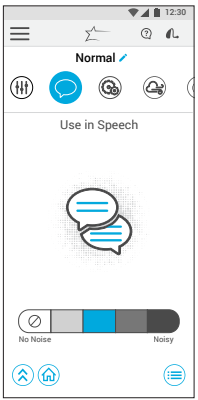
Equalizer

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.



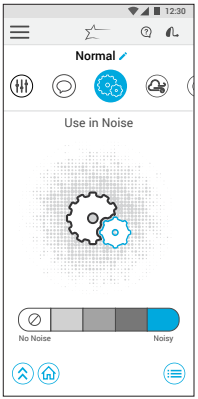
Speech in Noise

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.



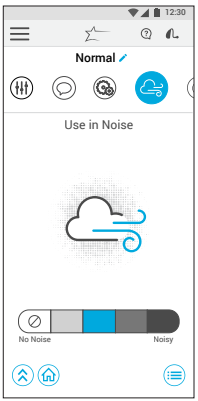
Machine Noise

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 section 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.



Volume

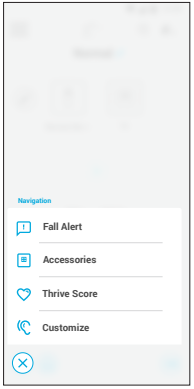
Increase/decrease the volume level on your hearing aids by sliding the volume slider for each side or by using the slidepad (between left and right volume sliders) to adjust both sides simultaneously. Double-tap anywhere on the slidepad to return your volume to the default level set by your hearing professional.

Mute

Tap the Mute button to mute the microphones on both hearing aids. Tap on it again to unmute the hearing aids.

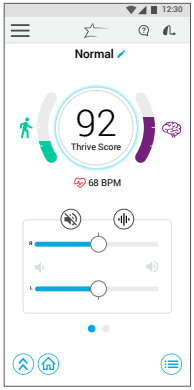
Navigation

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



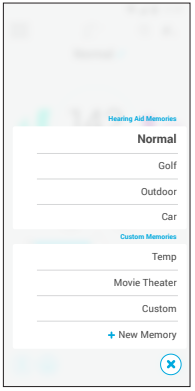
Home

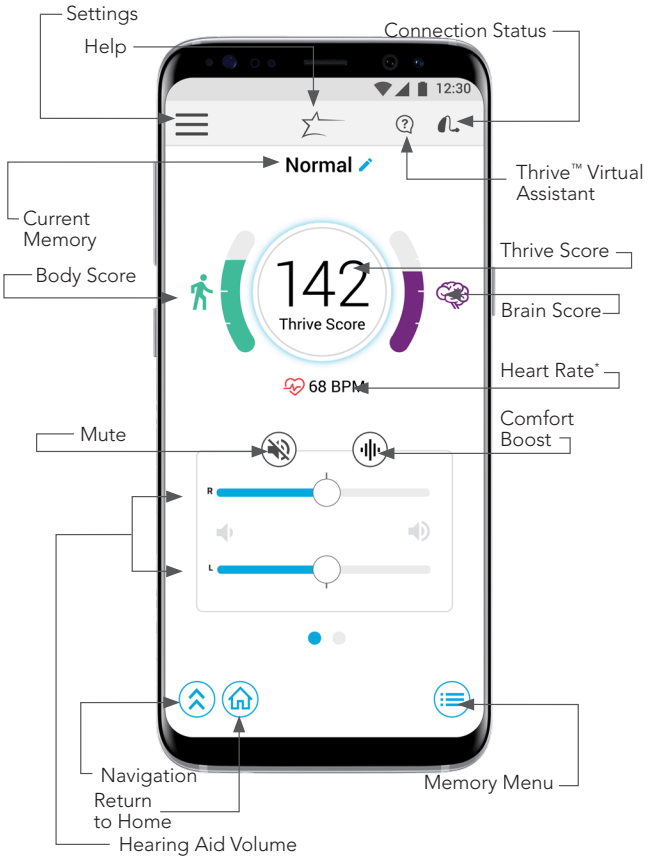
Tap the Home icon to return to the main screen.



Memory Menu

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





*Ask you hearing professional for availablity.

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.

Thrive Virtual Assistant*

You can now trigger a voice assistant within the Thrive app to ask a question like "How do I customize my hearing aids settings?" Thrive Virtual Assistant uses the phone microphone to listen for your question and then provides you with an answer via a help file. Thrive Virtual Assistant can be triggered via an icon in the Thrive app or a double tap gesture to your Livio AI hearing aids.

Current Memory

The current memory you're using is shown here.

Thrive Score

A view into both brain and body wellness. This will only appear when using Livio AI hearing aids.

*Requires a cloud account.

Launch/Setup

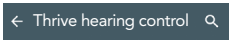
Upon first launch of the Thrive Hearing Control app, you will be prompted several times to acknowledge the license agreement and privacy policy as well as customize the setup of the app. You will have the option to set up notification alerts, to choose a basic or advanced mode, and to set up a cloud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

Download the Thrive Hearing Control App for Android Devices

The Thrive Hearing Control app makes it easy to control and adjust your hearing aids with your compatible Android device. Downloading the app is easy. Follow the step-by-step instructions below:

Step One: On a compatible Android device, open the "Google play 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.

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.

Introduction to Livio:

Starkey's Thrive Compatible Hearing Aids

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

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.

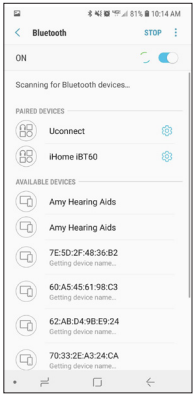
For the most up-to-date compatibility information, visit starkey.com/thrive-hearing

Connectivity for Android Devices

In order to use the Thrive 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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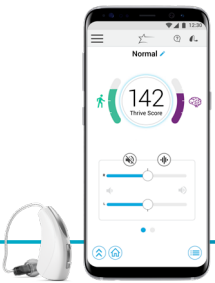
**For Livio AI hearing aids.*

***Available with Livio AI Rechargeable hearing aids with a Custom Healthable Receiver. Ask your hearing professional for availability.*

Thrive Hearing Control App User Guide for Android

Congratulations on your journey to better hearing



Starkey