

# Thrive Hearing Control App User Guide

---

Congratulations on your  
journey to better hearing

thrive



Thrive Hearing Control app

## Table of Contents

---

<b>Introduction</b>	4
<b>Apple Users</b>	
Pairing/Connecting	5
Downloading	8
<b>Android Users</b>	
Downloading	9
Pairing/Connecting	10
<b>Home Screen</b>	
Connection Status	13
Thrive Assistant	13
Wellness Score	13
Current Memory	13
Settings/Help	13
Volume	14
Mute	14
Edge Mode	14
Navigation	15
Home	15
Memory Menu	15
<b>Customize Screens</b>	
Customize Screens	16
Equalizer	16
Speech in Noise	16
Machine Noise	17
Wind	17
Microphone Direction	18
SoundSpace	18

## Table of Contents

---

<b>Wellness Score Screens</b>	
Overall	19
Engagement	19
Activity	20
<b>Fall Detection and Alerts</b>	21
<b>Accessories</b>	23
Voice AI	23
<b>Settings</b>	
User Guide	24
Device Settings	24
Wellness Score	25
Fall Alert	26
Translate	27
Transcribe	27
Self Check	28
Reminders	28
TeleHear Remote Programming	30
Hear Share caregiver app	31
Find My Hearing Aids	31
App Settings	32
About	32
Demo Mode	32
<b>Safety Information</b>	33

*All features vary by hearing aid model and technology tier. Ask your hearing care professional for specific information.*

*This app may have slight differences depending on your phone and/or hearing aid model.*

## Thrive-Compatible Hearing Aids



Shown above are the Thrive platform 2.4 GHz hearing aids that work with the Thrive Hearing Control app.

## Apple or Android

The iOS or Android operating system is responsible for managing the connectivity between your Apple or 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.

**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.

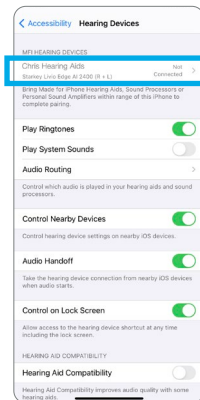
For the most up-to-date compatibility information, visit [starkey.com/thrivesupport](https://starkey.com/thrivesupport)

## Connectivity for Apple Devices

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

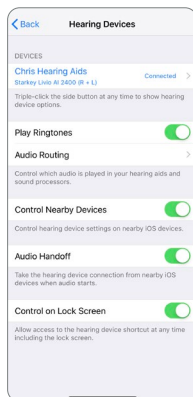
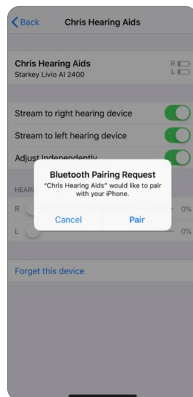
1. Ensure Bluetooth® setting is enabled on your iOS device. Within the Settings menu go to Bluetooth and toggle to **On**.
  2. Turn your hearing aids off and back on. This puts the hearing aids in pairing mode.
  3. Within the Settings menu go to **Accessibility > Hearing Devices**.
- You will see your 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 **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.

You are now ready to use your iOS device to adjust your hearing aid. You can adjust either with the native iOS controls or with the Thrive app.



## Reconnecting 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 reconnect, 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 by triple-clicking the **Home button** (iPhone 8 or earlier) or the side button (iPhone X and newer) on your iOS device.

## Download the Thrive 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.



GET



## Download the Thrive app for Android Devices

The Thrive 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 app from your Home screen or Apps List.



← Thrive Hearing Control Q

GET



## Connectivity for Android Devices

Follow the instructions below to connect your hearing aids to your Android device. If your hearing aids lose connection to your device, repeat the instructions below to reconnect.

1. Tap the Settings icon on your device.
2. Ensure Bluetooth is On.
3. Turn your hearing aids off and back on. This puts the hearing aids in pairing mode.
4. Launch Thrive app and follow the prompts.
5. When a pair of hearing aids is discovered, you will be prompted to pair each one along with one more prompt to allow the Thrive app to manage your hearing aids.
6. If more than one pair of hearing aids is discovered, you will see a list; tap to select and connect to yours.

*NOTE: Pairing can still be completed through the Bluetooth menu of your Android device, if preferred.*

## Reconnecting 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 reconnect, 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.

## Launch/Setup

Upon first launch of the Thrive app, you will be prompted to read and 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 and must set up a cloud account. The Thrive app will default to the Advanced mode; you can choose to set up the Basic mode after installation via the Settings menu.

## Creating an Account

Through the Thrive account, your hearing aids can be backed up and synched between multiple phones. You must create an account during the install process. You can create an account using your existing Apple 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.



*This app may have slight differences depending on your phone and/or hearing aid model.*

## Connection Status

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

## Thrive Assistant

With Thrive Assistant, you can trigger a voice assistant within the Thrive app to answer questions or respond to commands. Thrive Assistant can be triggered via an icon in the Thrive app or a double tap to your hearing aids. You can use your voice to ask questions about Thrive, ask general questions that are answered from the Internet (if you've logged in), command your hearing aids to make changes to memory or volume, create a reminder, or even to find your phone. Examples for voice command: "change my memory to restaurant" or "set a reminder to pick up my prescription tomorrow at 3:00" or "Where is my phone?".

## Wellness Score

A view into both engagement and activity tracking.

## Current Memory

The current memory you're using is shown here.

## Settings

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

The **Help** feature explains the function of each available screen. All help files can be found in [Settings > User Guide](#).

## Volume

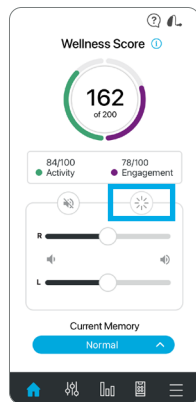
Increase/decrease the volume level on your hearing aids by sliding the volume slider for each side or by using the slidepad (between left and right volume sliders) to adjust both sides simultaneously. Double-tap anywhere on the slidepad to return your volume to the default level set by your hearing professional.

## Mute

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

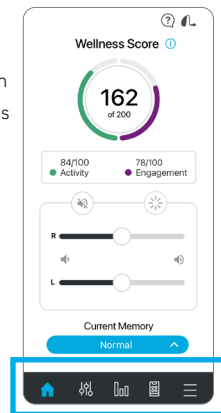
## Edge Mode

Tapping the Edge Mode icon allows you to trigger an automatic assessment of the current listening environment. Your AI hearing aids will create optimized settings for you based on the characteristics of that particular environment. Edge Mode can be triggered (if configured) by a user control on your hearing aid or via the Edge Mode button on the Home screen. These settings are in place until you change memories or restart your hearing aids.



## Navigation

The Navigation bar at the bottom of the screen provides access to the commonly used sections Customize, Thrive Score, Accessories and Settings.

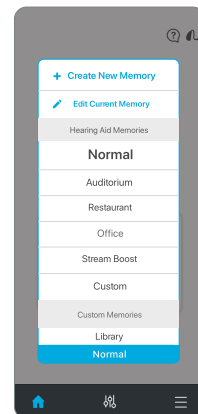


## Home

Tap the Home icon on the navigation bar 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 or edit a memory.



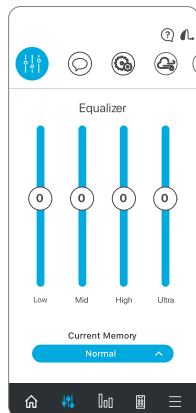


## Customize Screens

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

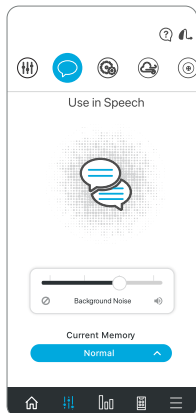
### Equalizer

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.



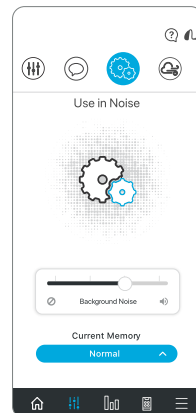
### Speech in Noise

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.



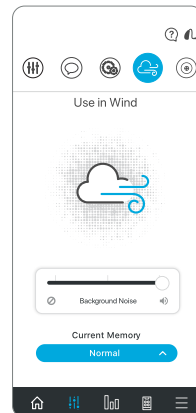
## Machine Noise

Machine Noise reduces sounds produced by machinery to increase your comfort in loud environments. Setting further to the right provides more comfort in noise.



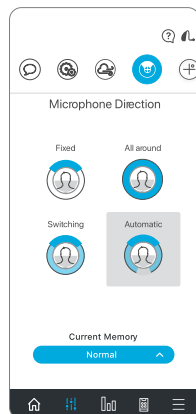
## Wind

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.



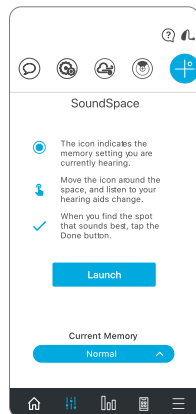
## Microphone Direction

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.



## Wellness Score

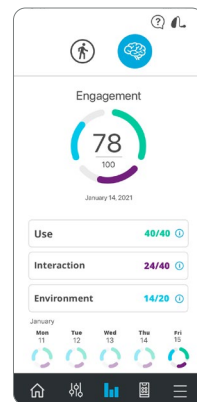
**Overall** Wellness Score is a combination of both Engagement and Activity scores. You have the ability to reach a score of 200 each day.

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

**Interaction** 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).

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

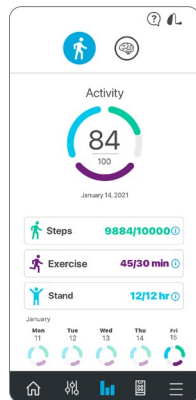


**Activity** tracking is comprised of progress toward three daily goals for physical activity. Meeting all three goals will provide a full 100 points. The hearing aid tracks steps and that data is transmitted to the app throughout the day. You can set/modify goals in the Settings area.

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

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

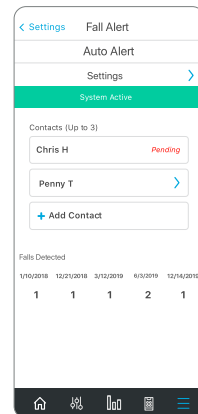
**Stand** shows your progress toward your move goal to stand up and move around every hour (20 points possible).



*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

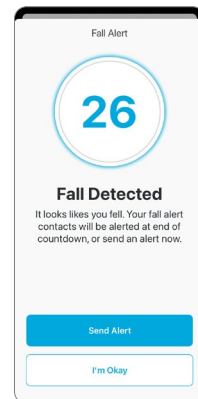
The Fall Alert feature can be used to send an alert text message containing your GPS location to your designated contacts, should you fall or experience a non-fall-related event. Fall Alert can be configured to send automated and/or manually initiated alerts.



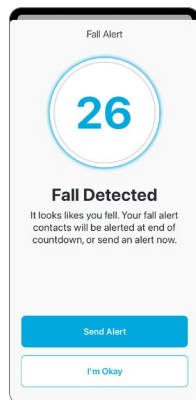
**Auto Alert** enables the sensors in your hearing aids to detect a fall automatically.

**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.



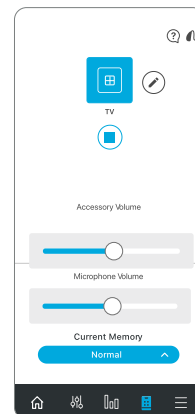
**Alert Cancellation** allows you to cancel an Auto Alert or Manual Alert from either your hearing aids or your smartphone. To cancel an alert text message from your hearing aids, press the user control on either hearing aid. To cancel from your smartphone, tap "I'm Okay" within the Thrive app. You will 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.



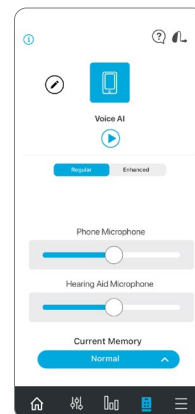
**Contacts** allows you to identify up to three contacts to whom you would like alert text messages sent. You must enter the name and smartphone number for each contact into the Thrive app. Each of your contacts will receive a text message prompting them to confirm participation in your Fall Alert system.

## Accessories

The Thrive app provides the ability to control streaming audio from most 2.4 GHz accessories. These accessories pair directly to your hearing aids. By tapping on the Accessories icon within the Navigation bar, you can select a paired accessory, start and stop audio streaming and control the volume of both streaming and surrounding sounds.



**Voice AI\*** combines the advantages of a microphone in your smartphone with the computational power of artificial intelligence. The benefit is more powerful and flexible speech enhancement in the most demanding listening environments for patients with severe hearing loss only. Ask your hearing professional for more information.



*\*Available with iOS smartphones only.*

## 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.

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

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

**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.

**Accept/end/decline calls** allows you to enable or disable the feature for accepting, ending, or declining a call using the user control on your hearing aid (iOS only).

**Mask mode** is a custom memory that offsets the loss of speech audibility due to face masks by boosting sound in the affected frequency regions. Toggling on Mask Mode will make it selectable in the Memories menu.

**Comfort Boost** allows your hearing aids to aggressively reduce noise while optimizing sound quality in noisy environments. This feature is only available if your hearing aids do not support Edge Mode.

**Auto On/Off** easily and automatically saves battery power when you're not using your hearing aids. Take them off, set them on a flat, stable surface, and they will go into a low-power mode after 15 minutes. Pick your hearing aids up and put them on again to automatically resume full power.

**Thrive Assistant Mic** can be accessed by tapping *HA Mic* or *Phone Mic* to select preference for which microphone is used by Thrive Assistant. HA Mic is the default setting.

## Wellness Score

Navigating to the Wellness Score through Settings, allows you to add/update your demographic data for more accurate step-tracking activity. In addition, you can set/modify goals for Steps, Exercise and Stand.

## 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.

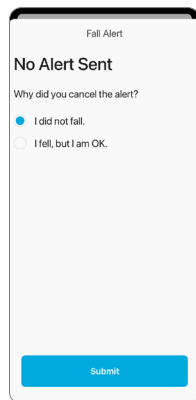
**Profile** enables you to modify your profile information.

**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.

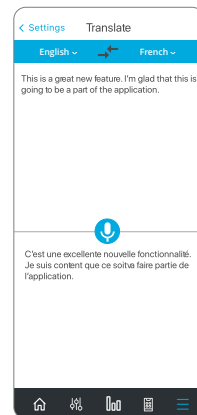
**Cancellation Timer** allows you to select 60 or 90 seconds as the allotted time before an alert text message is sent.

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



## 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

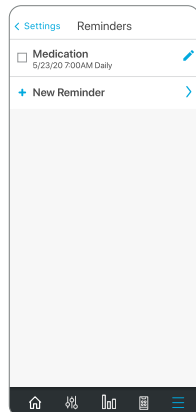
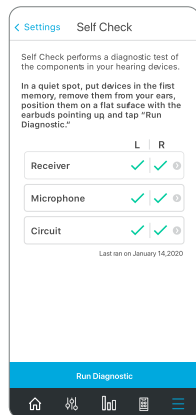
Transcribe is a feature that allows you to have closed captioning for real world situations. When you or others speak into the phone, the Thrive app will transcribe that speech and display it onto your screen. There is also the option to save, message, copy or email the transcribed text.



## 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 easily). Your hearing aids will come with the baseline already established.



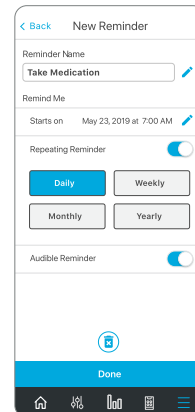
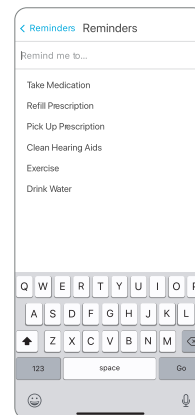
## Reminders

The Reminders feature can help you keep track of important tasks and appointments in your busy life, without having to remember them all.

You can set up and receive visual reminder notifications on your smartphone and/or audible reminder notifications streamed from your smartphone through your hearing aids for a multitude of tasks, such as taking medications, refilling prescriptions, cleaning your hearing aids, exercising, and drinking water.

In addition, you can customize your reminders, i.e., Take blood pressure medication, Walk the dog, Call the physical therapist, Bring water bottle and mat to yoga. After you set the reminder name, date, and time, you can select the option to have this reminder repeat daily, weekly, monthly or yearly.

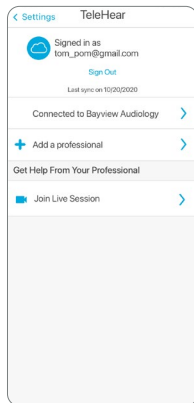
And you need not worry if you are unable to complete the task the moment you receive your reminder, because overdue tasks will be displayed in red on the Reminders screen until you check them off.



## TeleHear Remote Programming

### Join Live Session

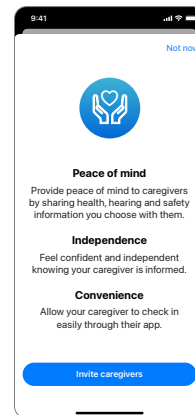
You can obtain a code from your hearing professional to enable remote programming as an option. This allows you to connect directly to your hearing professional so they can fine-tune your hearing experience through a video session.



## Hear Share App

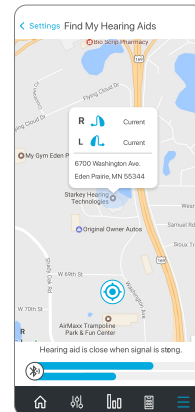
The Hear Share caregiver Care app provides peace of mind to those you choose to share helpful information with while helping you feel confident and independent.

With Hear Share, you can share information like physical activity, hearing aid usage, and overall wellness with your caregivers or loved ones.



## 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. 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, 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.

## Security Notice

Patient data is private and protection of it is important, therefore please refer to the following:

- Make sure smartphones are kept up to date with the latest operating system security updates.
- Make sure your installed app version is up to date.
- Only use Starkey apps from official stores with your hearing aids.
- Make sure you use strong passwords and keep credentials confidential.
- Make sure installed apps only have permissions they need.
- Avoid Bluetooth pairing in public areas to avoid unwanted third-party interference.
- Do not use a jail broken phone to ensure data is kept safe at all times.
- Protect your smartphone backups from data loss and theft.
- Remove all data from smartphone if it will longer be used by your or will be disposed of.

Please note that this is not an exhaustive list.

## Adverse Event Reporting

Any serious incident that has occurred in relation to your Starkey device should be reported to your local Starkey Hearing Technologies representative and the Competent Authority of the Member State in which you are established. A serious incident is defined as any

malfunction, deterioration in the characteristics and/or performance of the device, or inadequacy in the device Operations Manual/ labeling which could lead to the death or serious deterioration in the state of health of the user, OR could do so upon recurrence.

## Intended Use

The Thrive Hearing Control Application is a software medical device intended to allow a user to remotely control volume, memory selection, Mute/Unmute, Media Streaming Start/Stop, and the tinnitus masking feature of Starkey 2.4 GHz wireless hearing aids. It also provides a mobile phone interface for these hearing aids and allows the user to use their iOS device as an audio streaming device.

## Indications for Use

The Thrive Hearing Control Application is an optional program indicated for patients using Starkey 2.4 GHz wireless hearing aids and who wish to use an iOS or Android device to serve as a remote control, cell phone interface or media streamer.

## Intended User and User Environment

Lay persons in a home environment

## Clinical Benefit

Thrive itself does not provide a direct clinical benefit. An indirect clinical benefit is provided by enabling the hearing aids to achieve their intended purpose.

## Regulatory information

For service or repair, please contact your hearing care professional first. If necessary, you can send your hearing aids to:

 **Starkey Laboratories, Inc.**  
6700 Washington Ave. South  
Eden Prairie, MN 55344 USA  
[www.starkey.com](http://www.starkey.com)



Starkey Laboratories (Germany) GmbH  
Weg beim Jäger 218-222  
22335 Hamburg  
Germany



Waste from electronic equipment must be handled according to local regulations



Consult user manual



Medical Device

Symbol	Symbol Meaning	Applicable Standard	Symbol Number
	Manufacturer	BS EN ISO 15223-1:2021	5.1.1
	Authorized representative in the European Community	BS EN ISO 15223-1:2021	5.1.2
	Importer	BS EN ISO 15223-1:2021	5.1.8
	Country of Manufacture	BS EN ISO 15223-1:2021	5.1.3
	Date of Manufacture	BS EN ISO 15223-1:2021	5.1.3
	Catalogue Number	BS EN ISO 15223-1:2021	5.1.6
	Serial Number	BS EN ISO 15223-1:2021	5.1.7
	Medical Device	BS EN ISO 15223-1:2021	5.7.7
	Keep Dry	BS EN ISO 15223-1:2021	5.3.4
	Temperature Limit	BS EN ISO 15223-1:2021	5.3.7
	Humidity Limitation	BS EN ISO 15223-1:2021	5.3.8
	Caution	BS EN ISO 15223-1:2021	5.4.4
	General warning sign	EC 60601-1, Reference no. Table D.2, Safety sign 2	ISO 7010-W001
	Refer to instruction manual/booklet	EC 60601-1, Reference no. Table D.2, Safety sign 10	ISO 7010-M002
	Collect Separately	DIRECTIVE 2012/19/EU (WEEE)	Annex IX
	Class II equipment	IEC 60417 Reference no. Table D.1	Symbol 9 (IEC 60417-5172)
	Regulatory Compliance Mark (RCM)	AS/NZS 4417.1:2012	N/A
	UKCA Mark	SI 2002 No 618, as amended (UK MDR 2002)	N/A
	Giteki Mark	Japanese Radio Law	N/A
	Direct current	IEC 60601-1 Reference no. Table D.1	IEC 60417-5031
	Recycling Symbol	European Parliament and Council Directive 94/62/EC	Annex I-VII
	Recycling Symbol for electrical equipment and portable batteries	European Parliament and Council Directive 94/62/EC	Annex I-VII
	NOM Certification symbol	IEC 60601-1 (IEC 60529) Table D.3	Code 2
	Degree of protection	IEC 60601-1 (IEC 60529) Table D.3	Code 2
	Korea KCC Mark		
	Translation	BS EN ISO 15223-1:2021	5.7.8

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.

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.

To access an electronic version of this user guide, please visit [www.starkey.com/support/operations-manuals](http://www.starkey.com/support/operations-manuals).

For Thrive Hearing Control app and iOS/Android compatibility information, please visit [starkey.com/thrivesupport](http://starkey.com/thrivesupport).

For information on how we protect user data, please visit [www.starkey.com/privacy-and-terms](http://www.starkey.com/privacy-and-terms).

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.

Android and Google Play are trademarks of Google LLC.

Starkey, Starkey logo, SoundSpace, Thrive, Thrive logo, Hear Share, Edge Mode and TeleHear are trademarks of Starkey Laboratories, Inc.

iOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Starkey is under license.



Starkey.com

---

6700 Washington Ave. S.  
Eden Prairie, MN 55344  
1.800.328.8602

