

## QUICKTIP

# Thrive Hearing Control App Frequently Asked Questions For Android



## 1. How do I download the Thrive Hearing Control application?

You must have a Google Play Store account to download the Thrive Hearing Control app. A Google Play store account can be created by going to **Settings > Accounts**. Choose an existing account or select **Add Account** to create a new account.

- Once a Google Play Store account is set up, open the Play Store.
- Search for the Thrive Hearing Control app.
- Select Install.



**NOTE:** Please scan the QR code to find out if your device is compatible with the Thrive Hearing Control app or refer to the Smartphone Compatibility page at [starkey.com/thrive-hearing](http://starkey.com/thrive-hearing) for a list of Android devices and operating system versions on which the Thrive app is supported.

## 2. How do I pair my hearing aids to my Android device?

To pair the hearing aids and Android smartphone:

- Power hearing aids off and back on to put in discovery mode.
- Launch Thrive app.
- When hearing aids are discovered, a message is displayed for each side **“Tap to Pair with (your name’s) hearing aids.”**
- You’ll get one more prompt **“Allow Thrive to manage (your name’s) hearing aids.”** Select **Allow** and you’re now connected.

**NOTE:** Pairing can also be completed through the Bluetooth® menu of the Android smartphone if preferred.

## 3. How do I disconnect my hearing aids from my device?

- a. Open **Settings>Bluetooth**, then tap the gear wheel next to each hearing aid.
- b. In the next window, select **Unpair** or Forget.

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#### 4. How do I know if both my right and left hearing aids are paired?

There are two ways to check if both hearing aids are paired.

- Android phone settings: Open **Settings** > **Connections** > **Bluetooth** > Tap **Hearing Aids** > **Confirm Pairing**.
- Thrive app settings: Open **Thrive App** > **Menu** > **Device Settings** > Select **About My Devices**.

**Note:** Android will only show the hearing aid name. Device information is only available within the app or on the hearing aid itself.

#### 5. Where on my device can I find the model number and Android version?

Open **Settings** > **About Phone**.

#### 6. Can I download the Thrive Hearing Control app from Amazon Apps & Games?

No. Google Play is free to use for all Android users and is the standard platform for downloading apps on Android devices.

#### 7. The Thrive app will not find my hearing aids even though both are paired to my Android device. How do I fix this?

There are times when the Thrive app will not sync with the hearing aids on an Android device. When one or both hearing aids are not connecting correctly, it is best to start over. You can do this by uninstalling the hearing aids from the device's Bluetooth setting and deleting the App Data from the Thrive app.

- To delete App Data from the Thrive app:
  - Locate then open **Settings** > **Applications or Apps** > **Applications manager**
  - Select **Thrive**, then **Clear Data**

After pairing your hearing aids once again and opening the Thrive app, you will be prompted to select the boxes to the right of the hearing aids, then tap **Connect**.

#### 8. My Android device is not included on the Android compatibility list. Are there plans to publish a list of devices that are incompatible with the Thrive app?

No, we do not plan to publish a list of devices that are incompatible with the Thrive app. There are thousands of device models spread among dozens of manufacturers; we will continue to publish a list of supported devices/Android operating systems on the Smartphone Compatibility page. However, do feel free to inquire by calling us at (800) 721-3573.

#### 9. Where can I get a user guide for the Thrive app for my Android device?

For your convenience, an overview of each screen/feature is available in the Thrive app. Each section shows the screen details and describes each function:

- Tap on the menu icon on the bottom right and choose **Settings**.
- Select **User Guide**.

**10. Why does my Android device find only one of my hearing aids and not the other?  
How do I fix this?**

A possible cause for this is a weak battery. Try inserting a new battery in the affected hearing aid.

**11. Do I need to disconnect and re-pair my hearing aids from and to my Android device after I upgrade to a newer operating system?**

No, you should not have to do this.

**12. I tried to edit a hearing aid memory in my Thrive app and got a message to enable Location Services. How do I do this?**

If you are receiving this message whenever you go to edit a memory, you most likely have the location service in Battery Saving mode. To fix this:

- a. Open **Settings > Location**.
- b. Select **Mode**, then **High Accuracy**.

**13. If I cannot stream directly from my Android device to my hearing aids using the Thrive app, then what can I do?**

With an Android device, the Thrive app allows you to change memories and hearing aid volume, create additional memories customized to specific environments and geotag automatic custom memories. It is possible to stream between our hearing aids and an Android device through an accessory called the Starkey Remote Microphone +. Contact your hearing professional for a list of Android phones with direct streaming capabilities.

**14. What is the difference between the Advanced and Basic modes in the Thrive app?**

The Basic mode offers Home screen for Volume Control and Memory change, Customize with Equalizer for adjusting custom memories, Remote Programming from your hearing professional and Fall Detection alerts. Basic mode does not support the Thrive Score or any custom adjustments beyond the Equalizer.

**15. What is the Custom Memory in the Thrive app?**

It is a placeholder for a memory you can create yourself. It is based on the Normal memory plus Equalizer changes you have made. If several custom memories have been created, Thrive will show the last custom memory accessed when Custom is chosen.

**16. Is there an indicator for the Custom memory?**

Yes, it is a musical tone; there is currently no speech indicator for a Custom memory.

**17. Does the Wellness score refresh every day?**

Yes, both the Engagement and Activity scores start at zero each day.

## 18. How is the Engagement Score calculated?

The Engagement Score uses Data Log information from the hearing aids to measure and display hours of daily use, interaction and environment.

## 19. How long is the history of the Engagement/Activity score?

History will be saved back to the day you started wearing your hearing aids.

## 20. How often is the Wellness score updated?

When Thrive is open in the background on your phone (recommended), it will query the hearing aids every 20 minutes to get the most recent data for Engagement and Activity scores. When Thrive is open in the foreground, it will query the hearing aids every 20 seconds.

## 21. What is the difference between Exercise and Stand in the Activity score?

Exercise refers to any steps that occur at more than a standard walking pace, for example running, etc.

The goal can be customized and the default is 30 minutes of step activity (brisk walk or faster) per day.

Stand is a measure of how many times you get up and move around for at least a minute per hour.

This goal can be customized and the default is 12 times per day.

## 22. Can I use the Translate, Transcribe and Thrive Assistant feature without being connected to the internet?

An internet connection is required.

## 23. Am I required to create a cloud account in order to use Thrive?

Yes, to be in compliance with the latest data and privacy policies, you must create an account to protect your data while using the Thrive app. Your account allows you to back up and restore your hearing aid settings in the cloud. It also allows you to make remote adjustments with your professional if they have set up this service for you through your hearing aids.

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

## 24. How often is data sent to the cloud account from the Thrive app?

Every time you make a change to your hearing aids or create a new custom memory, the cloud is updated.

As soon as your phone is connected to a network, there is real-time synchronization.