



SETTING UP

Your Compatible Mobile App

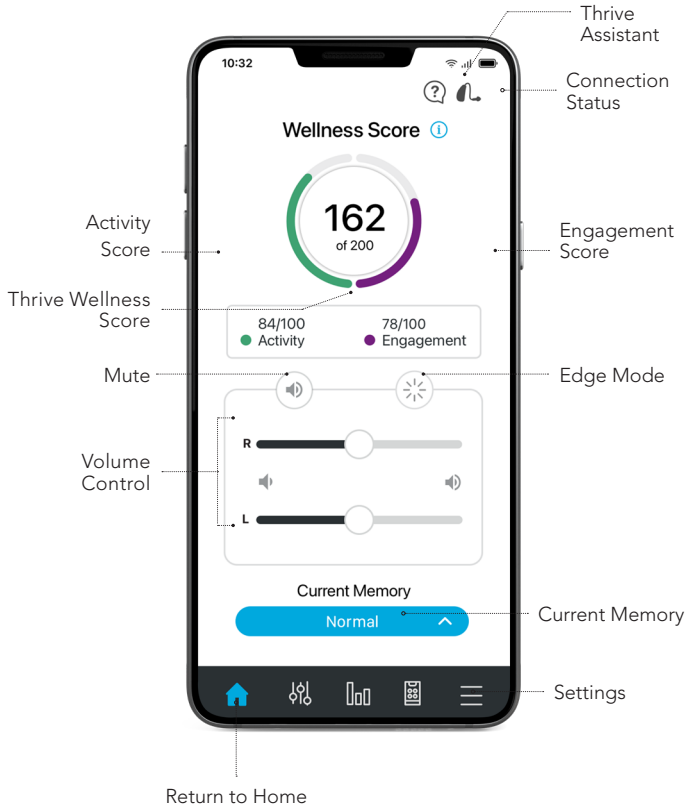
Thrive Hearing Control app for use
with Evolv AI and Livio hearing aids



Visit [starkey.com/
veterans-thrive](https://starkey.com/veterans-thrive) for
how-to videos and
additional information
OR

Call **1-800-211-7789**
for technical support





STEP ONE | Android

Download the Thrive Hearing Control app

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

1. Open the **Google Play Store™**.
2. In the search box type **“Thrive Hearing Control”**.
3. Tap **INSTALL** to download the app to your mobile device.



For a list of compatible devices, visit:
<https://www.starkey.com/thrive-compatibility>

Connect your hearing aids to your mobile device

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

Option 1 - In-app pairing:

1. Skip to **STEP THREE**.

Option 2 - Android Bluetooth menu:

1. Tap the Settings icon on your mobile device.
2. Select Bluetooth.

3. While the Android mobile device searches for available devices, power your hearing aids off then on to put them into pairing mode.
 4. When paired, they will appear in the Paired Devices list.
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Set up the Thrive Hearing Control app

Open the Thrive app. You will be prompted for setup. Tap Get Started to begin.

Thrive User Agreement: Review the Thrive User Agreement and check the box to acknowledge. Tap Agree to Continue.

Thrive App Sign in: Sign in using Facebook, Google or create an account using an active email and password.

Connecting to the Hearing Aids: Select OK to allow the Thrive app to scan for the hearing aids. A prompt will ask permission to use location services. Select Allow. Power your hearing aids off then on to put them into pairing mode. Once the Thrive app finds the hearing aids they will display on the screen. Tap to select each hearing aid. Tap Connect, then tap OK. A congratulations message will display indicating that the hearing aids are now connected. Tap Continue.

Thrive Function Overview: An overview of app functions provides quick information and practice of commonly used adjustments and features. Tap Continue to proceed.

Thrive Assistant: Allows the app to access the mobile device microphone when using Thrive Assistant. Select Allow.

You're all set! Tap Continue to begin using the Thrive app.

Want to learn more about the Thrive app?

Visit starkey.com/veterans-thrive for usage instructions, how-to videos and additional information on features.

Your **Starkey Evolv AI or Livio hearing aids** can connect via Bluetooth® technology to a compatible app called the Thrive Hearing Control app. The Thrive app allows you to easily control your hearing aids and do things such as:

- Act as a hearing aid remote control
- Answer and stream phone calls*
- Stream music, TV and other media directly to your hearing aids
- Track health and fitness data and utilize convenient information features

This guide provides you with step-by-step instructions on how to get started with the Thrive Hearing Control app

evolv^{AI} livio

*Requires Remote Microphone Plus for Android phone users.



STEP ONE

| Apple

Download the Thrive Hearing Control app

The Thrive Hearing Control app makes it easy to control and adjust your hearing aids with your compatible Apple® mobile device. Downloading the app is easy; follow the step-by-step instructions below.

1. Open the **App Store®**.
2. In the search box type **"Thrive Hearing Control."**
3. Tap **GET** to download the app to your mobile device.



GET

For a list of compatible devices, visit:
<https://www.starkey.com/thrive-compatibility>

Connect your hearing aids to your mobile device

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

1. Ensure Bluetooth is enabled on your Apple device. Within the **Settings** menu go to **Bluetooth** and toggle to On.
2. Within the Settings menu go to **Accessibility > Hearing Devices**.
3. Power your hearing aids off then back on to put them into pairing mode.
4. When the hearing aids are discovered, you will see your hearing aid name (“Michelle’s Hearing Aids”) under Devices.

Tap on your hearing aid name to connect your hearing aids to the Apple 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.

When pairing is complete, your hearing aid name will change from black to blue.

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.

Set up the Thrive Hearing Control app

Open the Thrive app. Tap Get Started to begin.

Thrive User Agreement: Review the Thrive User Agreement and check the box to acknowledge. Tap Agree to Continue.

Thrive App Sign in: Sign in using Apple, Facebook, Google or create an account using an active email and password.

Connecting to the Hearing Aids: The app will connect to the hearing aids. A prompt will ask if the user would like to connect to Bluetooth. Select OK. A congratulations message will display indicating that the hearing aids are now connected. Tap Continue.

Thrive Function Overview: An overview of app functions provides quick information and practice of commonly used adjustments and features. Tap Continue to proceed.

Notifications and Reminders: Allows the app to share notifications. Select Allow or Don't Allow.

Thrive Assistant: Allows the app to access the mobile device microphone when using Thrive Assistant. Select allow microphone access, then select OK.

You're all set!

Tap Continue to begin using the Thrive app.

Want to learn more about the Thrive app?

Visit starkey.com/veterans-thrive for usage instructions, how-to videos and additional information on features.

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

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Veteran technical support line*: **(800) 211-7789**



Starkey.com/Veterans

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*For technical support of hearing devices with wireless connectivity.

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