


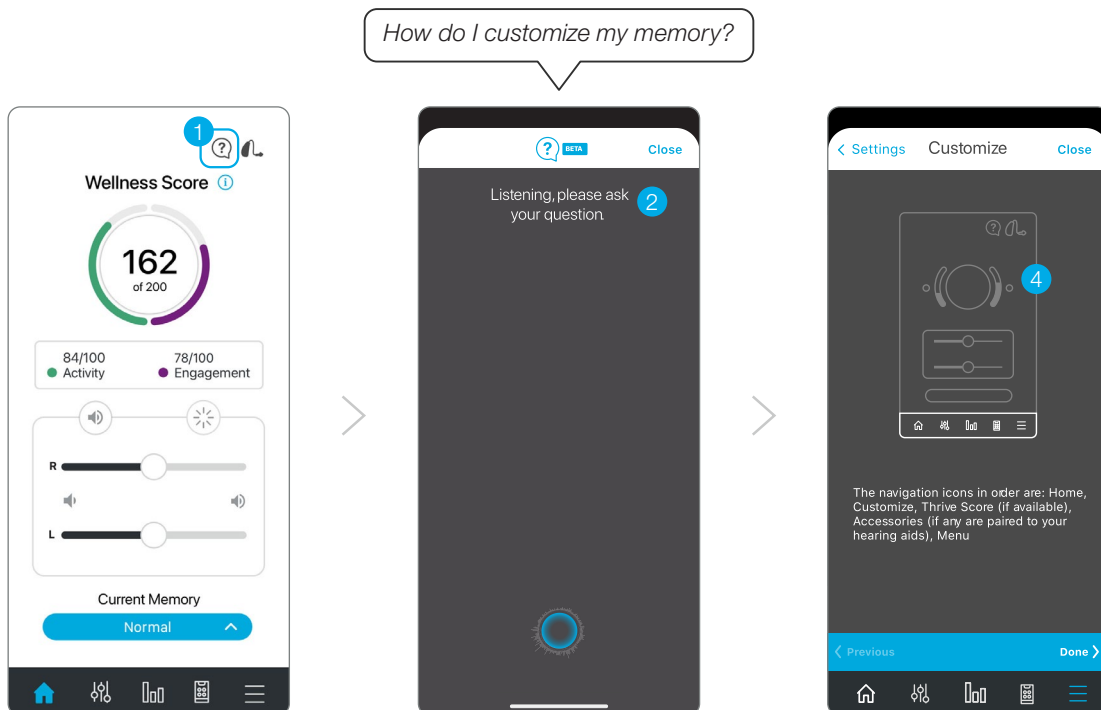
QUICKTIP

Thrive Assistant

Thrive Assistant is an app-based assistant providing hands-free help whenever and wherever needed. Users can conveniently ask questions, troubleshoot hearing aid and accessory issues, or simply say a command to change hearing aid volume, mute the hearing aids, change memories, or set a reminder. Users can even say things like “find my phone” or “I lost my phone” and Thrive Assistant will help the user locate a misplaced smartphone by playing a ringtone from the phone, even if it is locked or on silent mode. Thrive Assistant is available on select Thrive platform 2.4 GHz hearing aids.

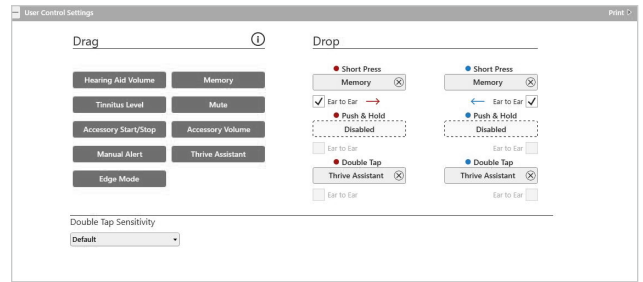
How it Works

- 1 To access, tap the Thrive Assistant icon  in the top right corner of the Thrive app home screen. AI users can also double tap their hearing aid to access Thrive Assistant if set as a user control.
- 2 Thrive Assistant will indicate “Listening, please ask your question.”
- 3 Ask a question or state a command. Thrive Assistant responds to voice commands. Specific language when stating the command is not required. For example, users can say “Turn up my hearing aids.” or “Increase the volume of my hearing aids.”
- 4 Thrive Assistant will execute the command or will search for and return an appropriate answer to the question from the Thrive help files or cloud-based services. Users will hear responses, if applicable, through their Thrive platform 2.4 GHz hearing aids. To use cloud-based services you must be logged in. To log in go to: **Settings Menu > Thrive Assistant.**



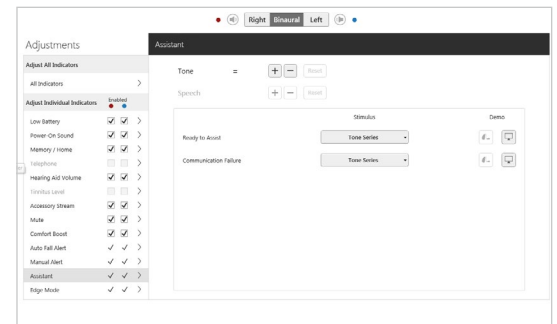
User Controls

All users can double tap to access Thrive Assistant if set as a user control. Enable Thrive Assistant on the User Controls screen by dragging “Thrive Assistant” into the Double Tap position. “Thrive Assistant” can be placed in the Double Tap position only. Hearing aid users can also select functionality of the tap gesture in the Thrive app under Device Settings.



Indicators

- Ready to Assist: Users will hear a tonal indicator when Thrive Assistant is listening.
- Communication Failure: If there is a communication failure while using Thrive Assistant, a tonal indicator will play in the hearing aids.
 - To reduce communication failures, make sure:
 - a. The smartphone is powered on and connected to the internet (via cellular network or WiFi)
 - b. Hearing aids are powered on, paired with Bluetooth® and connected with the smartphone
 - c. Thrive Hearing Control app is running in the foreground or background



Features may vary by country.

This app may have slight differences depending on your phone.

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Audio streaming is compatible with certain Android devices. Android streaming is also supported with the use of a Remote Microphone +.

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