

Quick Start Guide

Evolv AI



ITC/HS Rechargeable and ITE Rechargeable

**At Starkey, we
understand the
impact of hearing loss.**

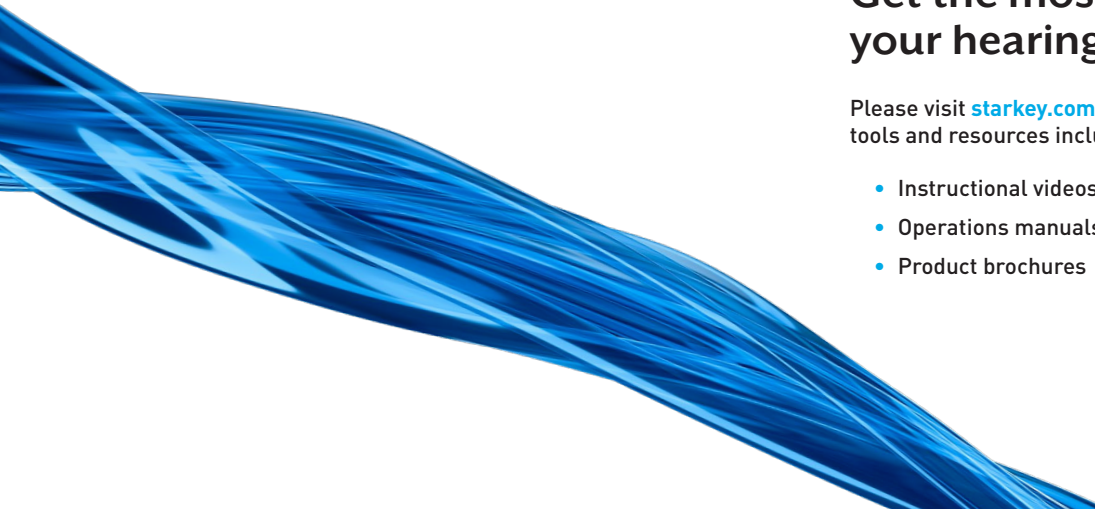
**Which is why we take
every step to make
hearing effortless.**

Evolv AI offers a complete line of our most innovative hearing aids ever. Handcrafted and loaded with our most innovative technology and clearest sound, these hearing aids seamlessly connect you to the life you love.

Get the most out of your hearing aids

Please visit starkey.com/care for additional tools and resources including:

- Instructional videos
- Operations manuals
- Product brochures



Charging Your Hearing Aids



- Place your hearing aids in the charger with the faceplate facing downward so battery contacts on hearing aid align with charging posts within charger.
- Your hearing aids will turn off automatically and begin to charge, as long as your charger is powered.
- Note: The LEDs corresponding to each hearing aid:



Glowing Green = Charging



Solid Green = Fully Charged



Blinking Red = Fault State. To reset, remove the hearing aids from charger, wait until LED turns off and re-insert aids. If Fault State continues, call your clinician.

- If you will not be wearing your hearing aids for an extended period of time (i.e, weeks), remove both the plug from the charger and the hearing aids from the charging posts. You will need to manually power off the hearing aids by pressing the user control on each hearing aid for three seconds. If your hearing aids do not have a user control button, place your hearing aids in the charger to power off.
- Charging occurs with the lid open or closed; hearing aids will be fully charged in under 3 1/2 hours.
- It is safe to store hearing aids in the charger after they are fully charged and any time that you are not wearing them.
- Hearing aids will automatically power on when removed from the charger.
- To illuminate LEDs when the charger is not plugged in, remove a hearing aid from its charging post for three seconds and then re-insert it. LEDs illuminate for 10 seconds before turning off.
- When charging without the charger cord, the LEDs turn off when the hearing aids are fully charged to preserve the on-board battery.

Power On & Off

- ON** - The hearing aids will power on automatically after removing them from the charger, as long as your charger is powered. There is a delay that allows you time to insert your hearing aid into your ear.
- ON** - If the hearing aid is manually powered off, pressing the user control for three seconds will power it on. The delay still exists, to give you time to insert the hearing aid into your ear.
- OFF** - The hearing aids will power off automatically when placed on the charger post. Charging will proceed.
- OFF** - The hearing aids can be powered off manually by pressing the user control for three seconds.

System Care

HEARING AID CARE

Keep your hearing aid clean. Heat, moisture and foreign substances can result in poor performance.

- Use a cleaning brush or soft cloth to clean debris from around the user control, microphone and battery compartment.

- Clean daily holding over a soft cloth to prevent damage from a fall to a hard surface.
- Never use water, solvents, cleaning fluids or oil to clean your hearing aid.

CHARGER CARE

Keep your charger clean. Heat, moisture and foreign materials can result in poor performance.

- Use the provided cleaning brush to keep the charging posts and hearing aid microphones clear of debris.
- Do not use water, solvents or cleaning fluids to clean the charging posts.
- Keep lid closed as much as possible to avoid dust and debris buildup.
- Store your charger in a clean and dry location such as a dresser or shelf rather than the bathroom or kitchen.

To ensure the longest life of your rechargeable hearing aid batteries and the battery in the charger:

- Fully charge hearing aid batteries every night.
- Do not expose to excess heat, i.e., do not store on a window sill or in a hot car.

Helpful Hints

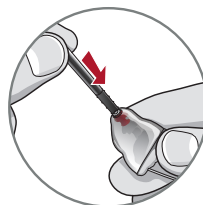
- Do not take apart your hearing aids or insert the cleaning tools inside them.
- When not in use, place your hearing aid in the storage container and store:
 - In a dry, safe place
 - Away from direct sunlight and heat to avoid extreme temperatures
 - Where you can easily find them
 - Safely out of reach from children and pets

Hear Clear Receiver Wax Guards

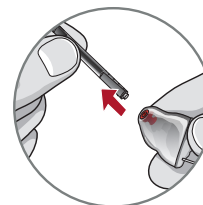
Custom hearing aids integrate disposable Hear Clear earwax protection. The innovative wax guards prevent earwax accumulation in the hearing aid receiver. When you need to replace your wax guards, please follow the instructions below.

1. Insert empty end of the application stick straight into used wax guard in hearing aid.
2. Pull **straight** out (do not twist) on stick to remove used wax guard.

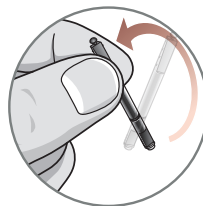
3. Use opposite end of stick to firmly insert clean wax guard straight into hearing aid.
4. Pull **straight** out (do not twist) to remove stick and discard.



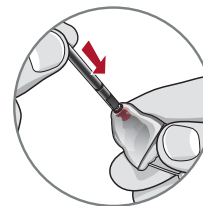
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2



3



4

Download and Connect to the Thrive Hearing Control App



The Thrive Hearing Control app makes it easy to control and adjust your 2.4 GHz rechargeable hearing aids with your compatible Apple® or Android™ device. Downloading and connecting to the app is easy; refer to the **Thrive Hearing Control app User Guide** or visit starkey.com/thrivesupport for additional information, such as:

- Integrated sensors and artificial intelligence features
- Automatic and custom memories
- Geotags
- Tinnitus management
- Find My Hearing Aids
- Alerts

For Thrive Hearing Control app and iOS/Android compatibility information, please visit starkey.com/thrivesupport.

Hearing Aid Information

Hearing aid model: _____

Hearing Aid Serial number: L _____ R _____

Charger Serial number: _____

Warranty expiration date: _____

Memory settings, if applicable: _____

Memory #	Environment/ Listening Situation	Beep/Indicator
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Special instructions: _____

Clinician: _____

Product specification may be obtained from your clinician.

Attention Clinicians: For product specification please visit Gov.StarkeyPro.com.

M/T Ratings

	M	T
ITC/HS Rechargeable	2	N/A
ITE Rechargeable	2	2

Rechargeable Battery Data

Product	Evolv AI Custom R Livio Custom R
Charge of battery when shipped	>15.3% state of charge
Battery life estimates – hearing aid on the shelf (i.e. drain rate) ¹	120 days
Battery life estimates – amplifying sound	Up to 24 hours
Battery life estimates – amplifying sound and streaming ²	Up to 22 hours with 4 hours of iPhone® streaming

¹The hearing aid's battery capacity shall allow for a 30-minute wireless fitting session for up to 120 days.

²Results will vary based on wireless and feature usage.

Notes

Notes

Notes

For Thrive Hearing Control app and iOS/Android compatibility information, please visit starkey.com/thrivesupport.

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**THE AMERICAN
HEARING COMPANY**

Veteran technical support line*:

(800) 211-7789

*For technical support of hearing devices with wireless connectivity



[Starkey.com/Veterans](https://starkey.com/Veterans)

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