Thrive Hearing Control App Frequently Asked Questions

For Apple

1. **How do I download the Thrive Hearing Control Application?**

   You must have an Apple ID to download the Thrive Hearing Control app.
   To set up an account, visit https://appleid.apple.com.

   - Once an account is set up, open the App Store.

   - Search for the Thrive Hearing Control app.

   - Select **Get.**

   NOTE: Please refer to the Smartphone Compatibility page at starkey.com/thrive-hearing for a list of Apple devices and operating system versions on which the Thrive app is supported.

2. **What is the difference between paired and connected versus paired and not connected?**

   a. How do I know if my hearing aids are paired?

   Pairing should be completed after the hearing aids have been programmed in the Inspire X software.
   Ensure that Inspire X is closed prior to pairing with any Apple device.

   - Select **Settings > Accessibility > Hearing Devices.**

   - Ensure Bluetooth® setting is on.

   - Power off, then power on the hearing aids to place in pairing mode.

   - Select the hearing aids when they appear on the screen.

   - When prompted, select "Pair." You will select pair twice for a binaural set of hearing aids.

   b. How do I know if my hearing aids are connected?

   - Open the Apple device controls by triple-clicking the Home button or by navigating to **Settings > Accessibility > Hearing Devices.**

   - **Connected** will be visible to the right of the hearing aid name.

   - Select **Connected** and confirm that the option for **Start Live Listen** is available.

   - Listen as you make a memory or volume change.

   NOTE: Simply changing the memory or volume slider without going into Start Live Listen does NOT confirm that the hearing aids are connected. You may be able to visually see a change, but the change may not occur in the hearing aid.

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3. **One of my hearing aids was not found by my Apple device after an iOS update. How do I fix this?**

    Disconnect the found hearing aid and then re-pair both hearing aids to the Apple device. This communication breakdown could be the result of an iOS update.

    a. To disconnect (Forget this Device) the hearing aids:

        - Select *Settings > Accessibility > Hearing Devices*.

        - Tap on the chevron to the right of the Hearing Aid name.

        - Select *Forget* at the bottom of this information screen.

    b. To re-pair the hearing aids:

        - Select *Settings > Accessibility*.

        - Open and close battery doors of the hearing aids.

        - Once hearing aids are powered on, select *Hearing Devices*.

        - Tap on Hearing aid Name.

        - Accept *Bluetooth Pairing Request* for both hearing aids.

4. **When I go into the Thrive Hearing Control app, it just spins and searches for my hearing aids. Why is this?**

    a. Verify that batteries in the hearing aids are good (not low) – try Thrive again.

    b. Turn Bluetooth off/on (wait 10 seconds between off/on) – try Thrive again.

        - *Settings > Bluetooth*, toggle *Off* to *On*.

    c. Select *Settings > Accessibility > Hearing Devices*:

        - If volume controls are visible, verify that you can hear a change.

        - Verify that the option for *Start Live Listen* is visible.

        - If neither of these work, the hearing aids are not connected even though the native controls show up.

    d. Connect hearing aids:

        - Reboot your Apple device and relaunch the Thrive app.

        - If hearing aids still cannot be found, un-pair and re-pair the hearing aids to the Apple device.

            i. To un-pair (Forget this Device) the hearing aids:

                - Select *Settings > Accessibility > Hearing Devices*.

                - Tap on the chevron to the right of the Hearing Aid name.

                - Select *Forget* at the bottom of this information screen.

    ii. To re-pair the hearing aids:

- Select *Settings > Accessibility*.

- Open and close battery doors of the hearing aids.

- Once hearing aids are powered on, select *Hearing Devices*.

- Tap on Hearing Aid Name.

- Accept *Bluetooth Pairing Request* for both hearing aids.

5.   My hearing aid(s) just came back from repair/replacement and will not connect with my Apple device. Why is this?

a. After hearing aid service or if a replacement device has been issued:

- It is imperative to read and load previous settings in both hearing aids within the Inspire X programming software. Contact your hearing care professional to make an appointment.

- After your hearing care professional has programmed your hearing aids, you will need to un-pair and re-pair the hearing aids to the Apple device.

    i. To un-pair (Forget this Device) the hearing aids:

- Select *Settings > Accessibility > Hearing Devices*.

- Tap on the chevron to the right of the Hearing Aid name.

- Select *Forget* at the bottom of this information screen.

    ii. To re-pair the hearing aids:

- Select *Settings > Accessibility*.

- Open and close battery doors of the hearing aids.

- Once hearing aids are powered on, select *Hearing Devices*.

- Tap on Hearing Aid Name.

- Accept *Bluetooth Pairing Request* for both hearing aids.

NOTE: Connectivity between hearing aids and the Apple device are managed by the Apple device. Thrive asks the Apple device if hearing aids are connected and only works if the Apple device replies with hearing aid information.

6.   Why does my Apple 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.

7.   How can I set the audio/phone call to not stream to my hearing aids?

You can set a default for audio routing to your hearing aids. Options are Always Hearing Devices, Never Hearing Devices, and Automatic.

a. Tap *Settings > Accessibility > Hearing Devices > Audio Routing*.

b. Choose the default route for audio from call audio or media audio.

8. What is the Demo Mode setting in the Thrive app?

Demo Mode allows you to experience the features and functions in the Thrive app without having any hearing aids connected. Demo Mode will show the most fully-featured hearing aid available.

9. Where can I get a user guide for the Thrive app for my Apple 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:

a. Tap on the menu icon on bottom right and choose *Settings*.

b. Select *User Guide*.

10. How does automatic car memory or geotagging work?

a. For automatic car memory or geotag changes, Thrive relies upon iOS location services that are running native on the Apple device.

b. These services simply alert Thrive if the user is moving at great enough speed or has crossed a geotag boundary.

c. The Apple device may at times delay or even temporarily shut off these services if it needs to conserve power or process other things.

d. Location services uses several technologies in the Apple device that are all unique and not connected but can complement each other to determine locations and speed. These are:

- GPS (Global Positioning Satellites)

- Wi-Fi (Wi-Fi routers can provide physical location information)

- Cellular Signal for iPhone (used to triangulate physical location by relation to cellular towers)

11. How does the Automatic Car feature work?

In newer iPhones (iPhone 6 and above), the Thrive app uses Apple's Motion and Activity sensor. This allows Thrive to use iPhone functionality to determine when the phone is traveling 10 miles per hour or faster, switching the hearing aids to the Car Memory quickly and accurately.

NOTE: Automatic Car feature does need to be ON in the Thrive app for this feature to engage.

NOTE: The location services used for geotagging are not shut down by iOS and will work with Thrive in the background. If the Apple device is doing any significant processing, has poor cellular reception, or has difficulty gaining a GPS signal, an alert could be delayed until iOS recognizes the crossing of the "geo-fence."

12. How does the geotagging feature work?

Geotagging a memory to a location on the map has Thrive instruct iOS to monitor that location with a 100 meter "geo-fence." When the Apple device crosses that "geo-fence" iOS alerts Thrive, and Thrive commands the hearing aid to change to the correct memory. Only one geotag can be assigned to a memory.

NOTE: The location services used for geotagging are not shut down by iOS and will work with Thrive in the background. If the Apple device is doing any significant processing, has poor cellular reception, or has difficulty gaining a GPS signal, an alert could be delayed until iOS recognizes the crossing of the "geo-fence."

13. **How Does Find My Phone Work?**

Find My Phone helps you find your lost or misplaced smartphone with just a double tap of your hearing aids. Use phrases like "I can't find my phone" or "Where is my phone?" A notification will display on your phone and it will play a tone until you tap 'OK' on the screen to stop the tone. If your phone is not within range, the error tone will play indicating Thrive Assistant did not activate. *Feature only available in select Evolv AI and Livio Edge AI technology levels.*

14. **Why does the microphone not work?**

Upon first-time access to Thrive app features that require microphone access (Translate, Transcribe, Thrive Assistant), it prompts the user to grant access to the microphone. If the user selects no, the microphone will not work.

a. To enable microphone access:

- Select *Settings > Privacy > Microphone > Thrive.*

15. **How can StreamBoost™ be disabled?**

a. Turn off auto-streaming in *Thrive Settings > Device Settings > Auto Streaming* and toggle to Off in the Thrive app.

16. **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.

17. **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.

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

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

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

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

20. **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.

21. **How long is the history of the Engagement and Activity score?**

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

22. 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.

23. 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.

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

An internet connection is required.

25. How can the font and/or formatting of the text within the app be increased in size?

Thrive was developed to support dynamic text, which means that it will increase in size based on the font size settings in the Apple device.

a. To view Thrive app with larger font:

- Select the *Settings* (on your Apple device) *> Display & Brightness > Text Size*.

- Drag your finger to the right to enlarge text.

b. To view Thrive with bold text:

- *Display & Brightness > Bold Text* (swipe right to enable).

- It will ask permission to restart your Apple device.

26. How do I get my hearing aids not to stream when I go into Facebook or other programs like it?

Within the Facebook app, turn off auto play for video and photos or turn the mute switch on (side of the phone).

27. How do I reduce battery drain on my Apple device?

Try reducing the brightness setting. For additional troubleshooting options, see Apple's recommendations: *https://www.apple.com/batteries/maximizing-performance/#ios*

Additional options:

- Turn off auto play features.

- Turn off location services (only if car memory and/or geotags are not being used).

- Recommend additional battery packs.

28. Can my Apple device ring into my hearing aids?

Yes, it can.

a. Tap *Settings > Accessibility > Hearing Devices > Audio Routing*.

b. Choose the default route for audio from call audio or media audio.

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

A cloud account is recommended to use Thrive. The TeleHear 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.

30. 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.

31. How can I learn more about other functions of my Apple device?

- To learn more about functionality of your Apple device, please contact Apple Support, online:
  http://www.apple.com/support/contact/

- Or by phone:
  1-800-MY-IPHONE (1-800-694-7466)
  1-877-204-3930 (for vision/hearing impaired)

- You can also visit your local Apple Store. Apple Store locations provide workshops and reservations for their Genius Bar service assistance. Find a list of Apple stores here:
  http://www.apple.com/retail/storelist/