



# Quick Start Guide

---

Livio Edge AI | Livio



Standard Products

At Starkey, we believe that to hear better is to live better.

**Livio Edge AI** and **Livio** hearing aids help you stay connected to the people and things you love most. These 2.4 GHz hearing aids offer Starkey's most advanced technology with supreme sound quality and features, customizable to fit your unique hearing needs.



# Get the most out of your hearing aids

Please visit [starkey.com/care](https://starkey.com/care) for additional tools and resources including:

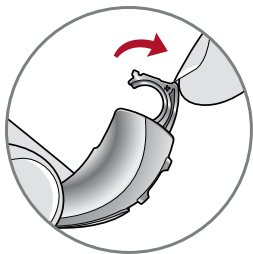
- Instructional videos
- Operations manuals
- Product brochures



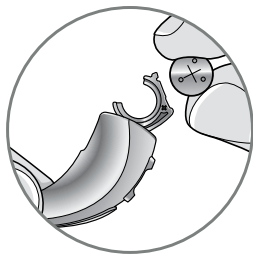
# Batteries

Your hearing aid uses a battery as its power source. To insert or replace the battery:

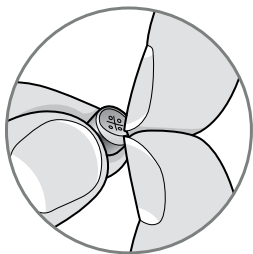
1. Use the finger pick on the battery door.
  2. Open the battery door gently and remove the old battery.
  3. Remove the colored tab from the new battery. Wait 3–5 minutes after removing tab before inserting battery.
  4. Insert into the battery door, "+" side up.
  5. Close the battery door.
- **NEVER FORCE THE BATTERY DOOR SHUT.** This could result in serious damage. If the door will not close securely, check that the battery is inserted correctly.
  - Do not open the battery door too far or damage is likely to occur.
  - Dispose of used batteries immediately in the proper waste or recycling container.



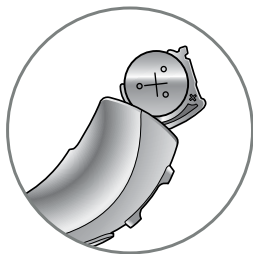
1



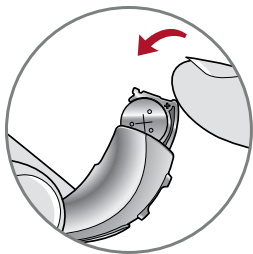
2



3



4



5

## Battery Indicators

An indicator will sound when the battery voltage is low. You have approximately 30 minutes\* to replace the battery. An indicator may also sound just before the battery stops working.

## Power On & Off

### TO TURN ON:

Insert a battery and completely close the battery door. Your hearing aid has a power-on delay which may require a few seconds. You may hear a tone indicating that your hearing aid is powered on.

### TO TURN OFF:

Open the battery door until the battery is no longer touching the battery contacts.

## Hearing Aid Care

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

*\*Actual time between low battery indicator and shutdown will vary depending on environmental noise levels and brand of battery used.*

- Use a cleaning brush or soft cloth to clean debris from around the user control, microphone and battery compartment.
- Inspect the receiver, earbud and wax guard regularly.
- Never use water, solvents, cleaning fluids or oil to clean your hearing aid.

## Helpful Hints

- When not wearing your hearing aid, open the battery door to allow any moisture to evaporate.
- 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

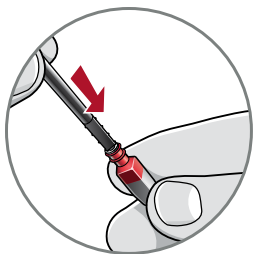
# Hear Clear Receiver Wax Guards

RIC hearing aids integrate disposable Hear Clear earwax protection. The innovative wax guards prevent earwax accumulation in the hearing aid receiver.

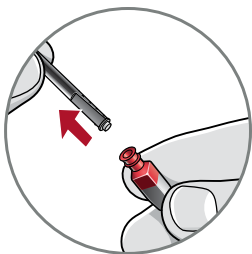
When you need to replace your wax guards, please follow the instructions below.

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.





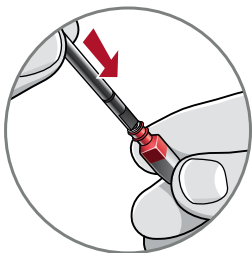
1



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 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/thrive-hearing](http://starkey.com/thrive-hearing) for additional information, such as:

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

Visit [starkey.com/thrive-hearing](http://starkey.com/thrive-hearing) for compatibility information.

\*Available with Livio Edge AI hearing aids only.

# Hearing Aid Information

Hearing aid model: \_\_\_\_\_

Serial number: L \_\_\_\_\_ R \_\_\_\_\_

Warranty expiration date: \_\_\_\_\_

Battery size: \_\_\_\_\_

Memory settings, if applicable: \_\_\_\_\_

Memory #	Environment/ Listening Situation	Beep/Indicator

Special instructions: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Clinician: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Product specification may be obtained from your clinician.

**Attention Clinician:** For product specification please visit [Gov.StarkeyPro.com](http://Gov.StarkeyPro.com).

## M/T Ratings

	M	T
micro RIC 312	4	N/A
RIC 312	4	N/A
BTE 13	4	3

# Notes

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

# Notes

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

# Notes

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

For Thrive Hearing Control app and iOS/Android compatibility information, please visit [starkey.com/thrivesupport](http://starkey.com/thrivesupport).

Apple, the Apple logo, iPhone, iPad and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a registered service mark of Apple Inc.

Android and Google Play are trademarks of Google LLC.

The Starkey Logo, Livio, Starkey, Thrive and SoundSpace are registered trademarks of Starkey Laboratories, Inc.

The Thrive logo is a trademark of Starkey Laboratories, Inc.

The  
**American  
Hearing  
Company**

Veteran technical support line\*:

**(800) 211-7789**

\*For technical support of hearing devices with wireless connectivity



[Starkey.com](http://Starkey.com)

6700 Washington Ave. S.  
Eden Prairie, MN 55344  
1.866.418.6928

