

QUICKTIP

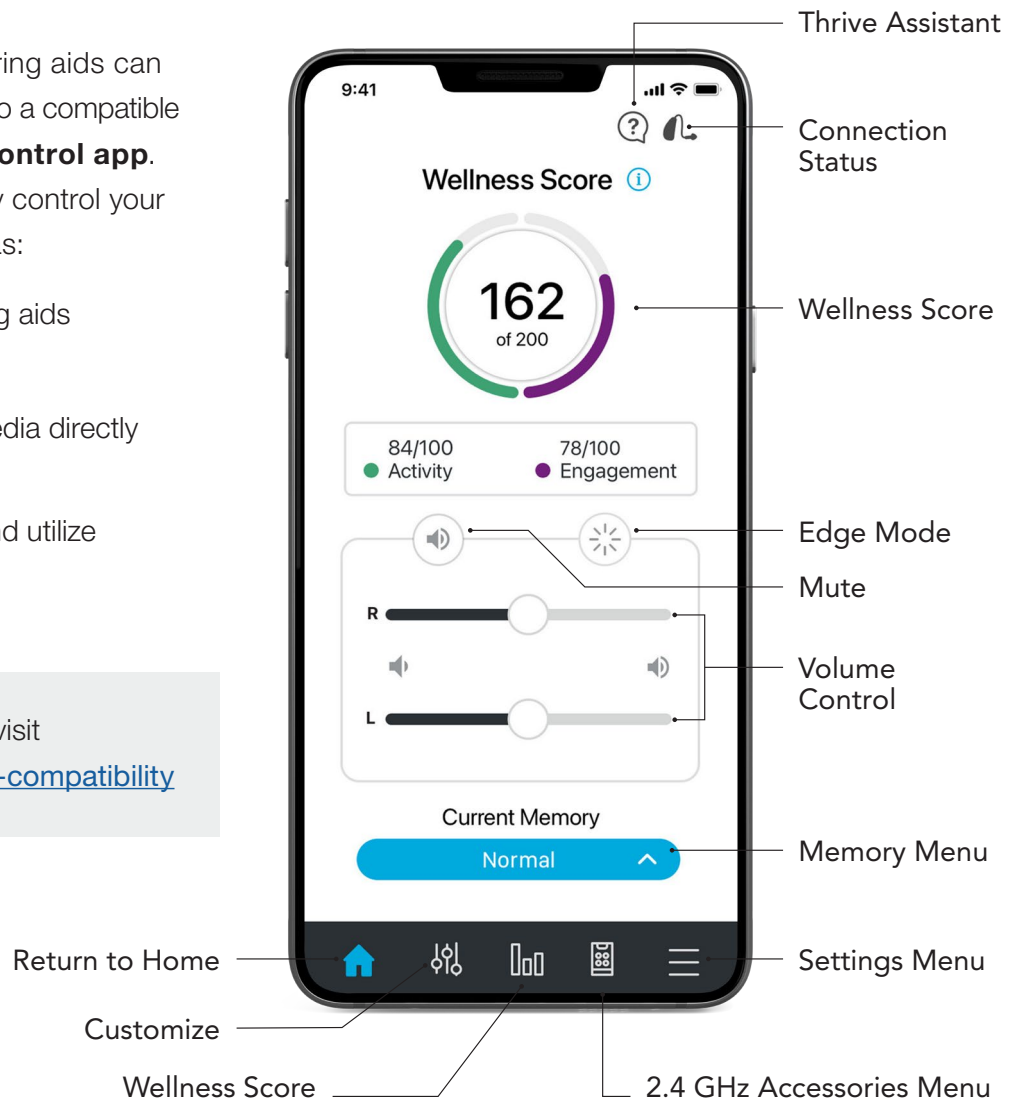
Setting Up Your Mobile App Apple

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

Your Thrive platform 2.4 GHz 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:

- Adjust the sound of your hearing aids
- 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

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



Apple

1

Download the Thrive Hearing Control app



1. Open the **App Store**®



2. In the search box type
“**Thrive Hearing Control**”

GET

3. Tap **GET** to download
the app to your mobile device

2

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

3

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](https://starkey.com/veterans-thrive)



Veteran technical support line:
(800) 211-7789

For Thrive platform 2.4 GHz hearing aid, Thrive Hearing Control app and iOS/Android compatibility information, please visit starkey.com/thrivesupport ©2021 Starkey Laboratories, Inc. All Rights Reserved. 9/21 FLYR3800-01-EE-GS

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