

Starkey Fall Detection and Alerts Inspire X Setup Software User Guide

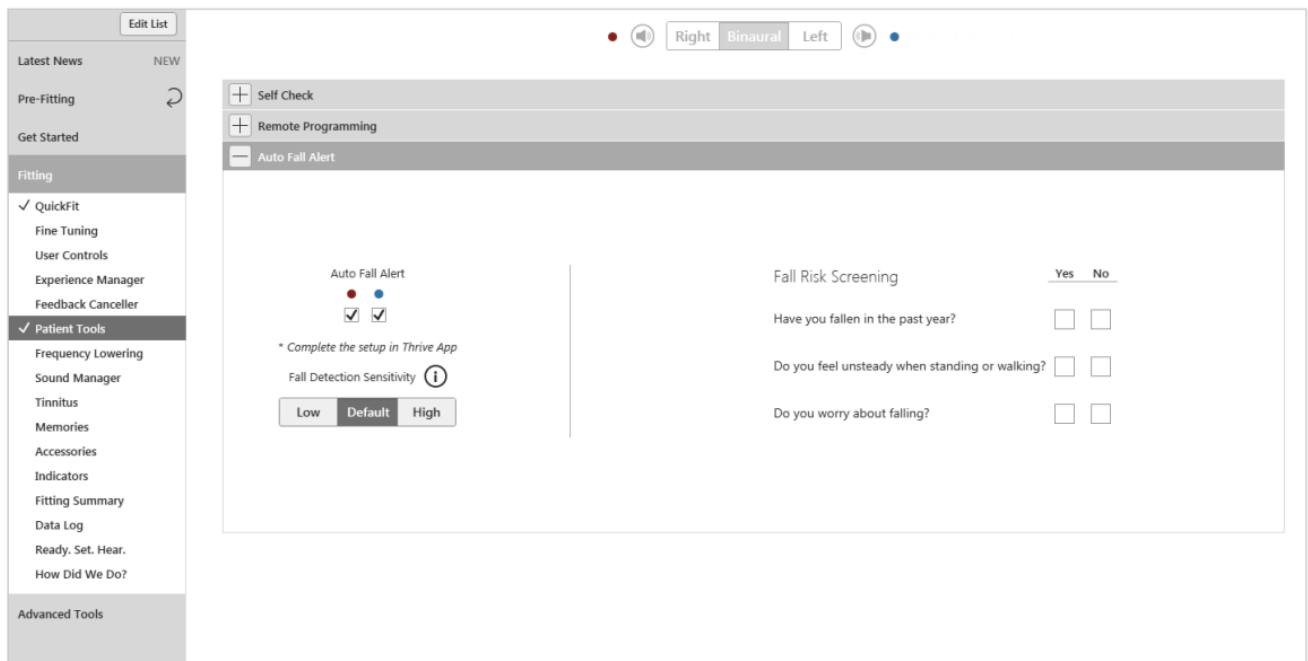
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Starkey Fall Detection and Alerts Inspire X Setup Software



Enable Auto Alert

Auto Fall Alert can be found under Patient Tools on the left navigation bar. Auto Fall Alert defaults “Enabled.”

Adjust Fall Detection Sensitivity

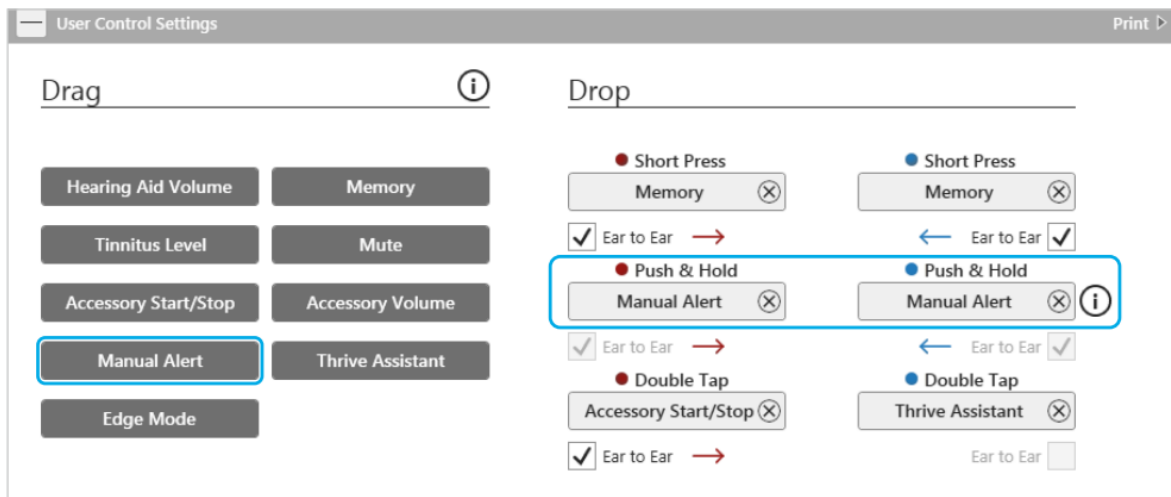
Adjust Fall Detection Sensitivity if needed. Choose low, default or high. Increasing the sensitivity may increase the likelihood of detecting a fall. Decreasing the sensitivity may help reduce the probability of false alerts.

Fall Risk Screening

- Fall risk screening questions are available to help facilitate discussion between the patient and hearing professional. Fall risk screening questions do not drive the sensitivity setting or whether the feature is enabled/disabled.
- “Auto Fall Alert Recommended” will display if the answer is “Yes” to any of the fall risk screening questions.
- “Auto Fall Alert Optional” will display if the answer is “No” to all of the fall risk screening questions.

Enable Manual Alert

- Enable Manual Alert on the User Control screen by dragging Manual Alert into the Push & Hold gesture.
- Manual Alert can be placed in the Push & Hold gesture only.
- The information icon indicates additional setup must be completed in the Thrive Hearing Control app for the system to be active.



When a fall is automatically detected or manual alert is initiated, user control functionalities other than alert cancellation are not active.

Indicators

Four Alert Indicators

- **Alert Sent**

Once the alert text message has been sent to the contact(s), “Alert sent.” will play in the hearing aids.

- **Alert Received**

When a contact confirms receipt of the alert text message, “Alert received.” will play in the hearing aids.

- **Alert Cancelled**

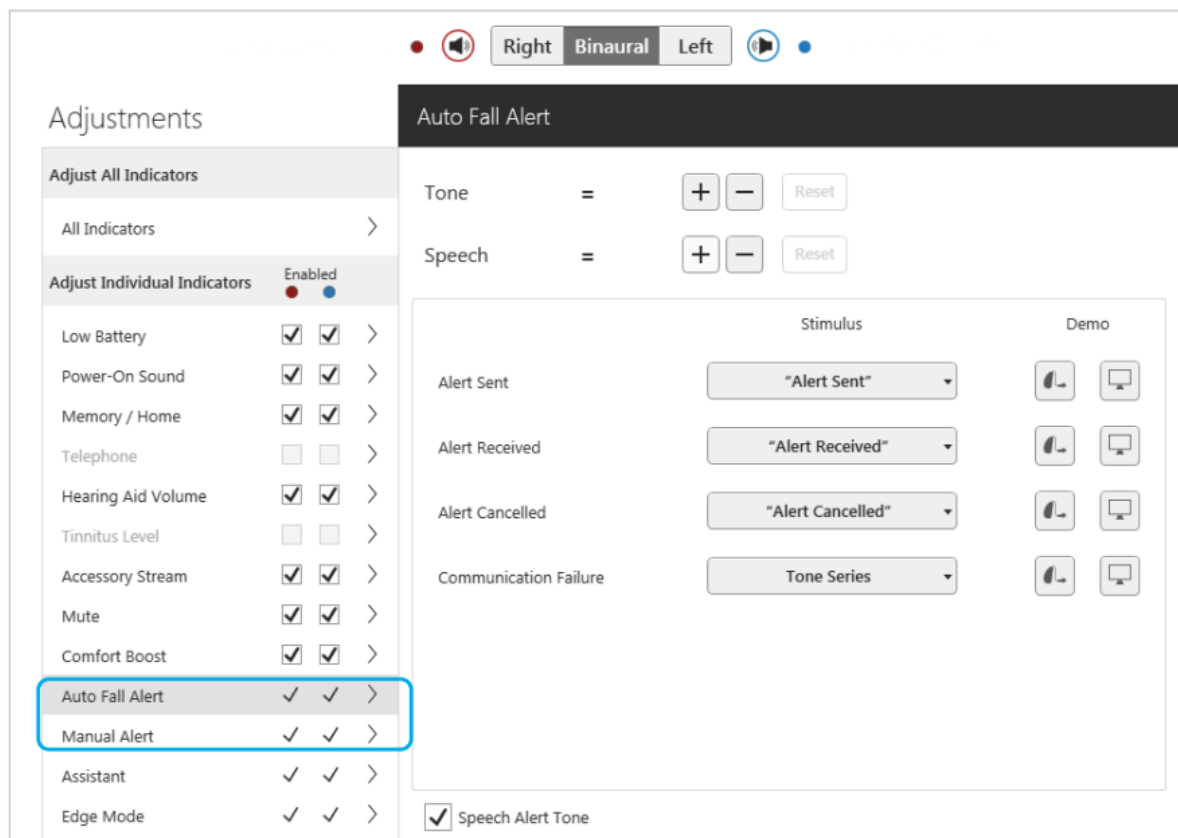
When an alert is cancelled, “Alert cancelled.” will play in the hearing aids.

- **Communication Failure**

If there is a communication failure while trying to send an alert text message, a tonal indicator will play in the hearing aids.

- **To reduce communication failures, make sure:**

1. Smartphone is powered on and connected to the internet (via cellular network or WiFi).
2. Hearing aids are powered on, Bluetooth® setting paired and connected with smartphone.
3. Thrive app is running in the foreground or background.



- Auto Fall Alert and Manual Alert indicators are linked. A level increase/decrease to one causes the same change to the other.
 - Alert indicators cannot be disabled.
 - Alert indicators are only available in the hearing aids when there is an active system.
- Reference the Fall Detection and Alert System Setup QuickTIP for more information.

Data Log

- Data Log screen summary displays a check mark if at least one fall has been detected and/or a Manual Alert has been initiated.
- Individual "Reset" buttons allow for feature reset without clearing entire Data Log.



Device Guide

The Device Guide indicates the hearing aids have the Fall Alert feature and includes information about Manual Alert if enabled.

Device Guide

Customized for: Cassie Falls Session 5/2/2021

Left: AI 2400 RIC 312 **Right: AI 2400 RIC 312**

Thrive Hearing Control

Your hearing devices can be adjusted using the Thrive Hearing Control mobile phone application. For instructions on the Thrive Hearing Control app, please see your hearing aid operations manual. The Thrive Hearing Control app is available in the App Store or on Google Play.

→ Your device features Automatic Alert. For additional information, refer to Fall Alert in the Thrive Hearing Control app or discuss with your hearing care professional.

Controls

Accessory Stream

To start or stop the accessory stream, firmly double tap directly on the top portion of either ear with either an open palm or two fingers. Your ear should push against your hearing aid with each double tap.

Memory

Press and release the upper or lower portion of the switch on either device to change the memory.

Memory	Environment	Indicator	Thrive/iOS
1	*Normal	Normal	Normal
2	Restaurant	Restaurant	Restaurant
3	Car	Car	Car
4	Disabled	Disabled	Disabled
Stream Boost: On	Stream Boost: On	Tone Series	Stream Boost
Custom	Custom memory	Tone Series	Custom

Manual Alert

Press and hold the upper or lower portion of the switch on either device to trigger a manual alert.

Event	Indicator
Alert Sent	Alert Sent
Alert Received	Alert Received
Alert Cancelled	Alert Cancelled
Communication Failure	Tone Series

Other

- **Fall Alert Notifications are not a Substitute for Emergency Services and will not Contact Emergency Services**

Fall Alert notifications are merely a tool that may assist in communicating certain information to one or more third-party contacts the user has identified. The Thrive Hearing Control app does not communicate with emergency services or provide emergency assistance in any way and is not a substitute for contacting professional emergency services. The operation of the Thrive app's fall-detection features depends on wireless connectivity for both the user and the user's designated contact(s), and the feature will not successfully deliver a message if Bluetooth or cellular connectivity is lost or interrupted at any point in the communication pathway. Connectivity can be lost under a number of circumstances, such as: a paired mobile device is out of range of the hearing aid(s) or otherwise loses connectivity with the hearing aid(s); the hearing aids or mobile device are not turned on or sufficiently powered; a mobile device is in airplane mode; a mobile device malfunctions; or if bad weather interrupts a mobile device's network connectivity.


- **Fall Alert Feature is a General Wellness Product (Not Regulated as a Medical Device)**

- The Fall Alert feature is designed and distributed as a General Wellness product. The Fall Alert feature is not designed or in any way intended to detect, diagnose, treat, cure, or prevent any specific disease or particular medical condition and is not targeted to any specific or particular population. Rather, the Fall Alert feature is designed only to detect that a user may have fallen and try to send a text message in response to such an event, in support of the user's general health.
- Additional information can be found in the operations manual that comes with the hearing aid and the Thrive End User License Agreement, which is available in the Thrive app and must be read and agreed to before using the Thrive app.

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Documents / Resources

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