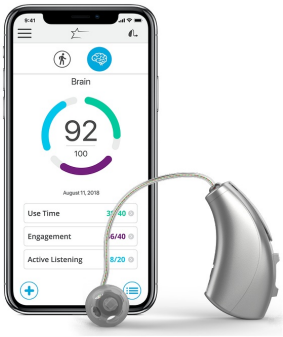


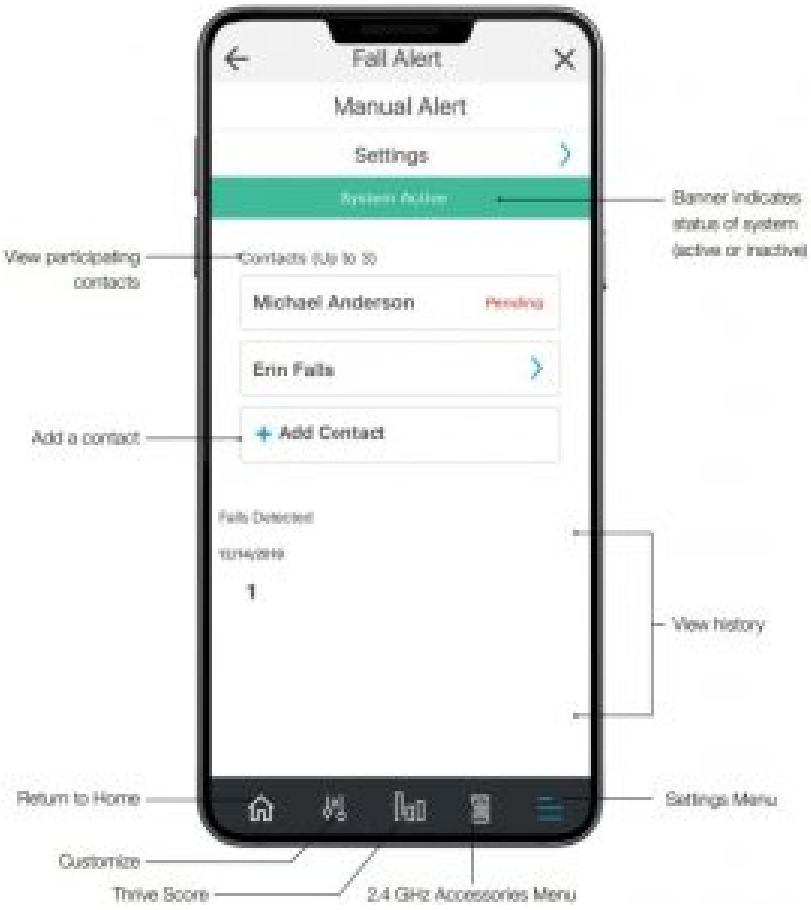
Starkey Fall Detection and Alerts User Guide

Starkey Fall Detection and Alerts User Guide

Contents [hide

1 Overview
2 How it Works
  2.1 A fall is automatically detected, or a Manual Alert is initiated by the user
  2.2 An alert is sent to contact(s) or is cancelled
  2.3 Contact(s) are notifi ed that a fall was detected or an alert was manually initiated
  2.4 User receives notification that the alert was received by contact(s)
3 Fall Alert Settings in the Thrive Hearing Control App
  3.1 Fall Alert Settings
4 Other
  4.1 Features may vary by country.
5 Documents / Resources
  5.1 References
6 Related Posts

Overview



How it Works

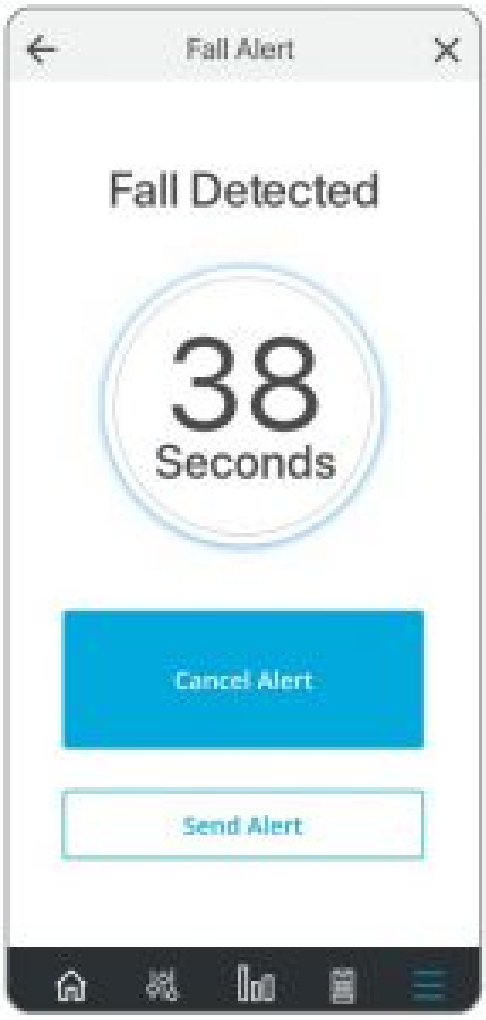
Once the Fall Detection and Alert system is active, a fall can be automatically detected, or a Manual Alert can be initiated by the user.

Reference Fall Detection and Alert Setup QuickTIP for more information on achieving an active system.

A fall is automatically detected, or a Manual Alert is initiated by the user

If a fall is automatically detected or a Manual Alert is initiated by the user, the timer will start. Timer will countdown

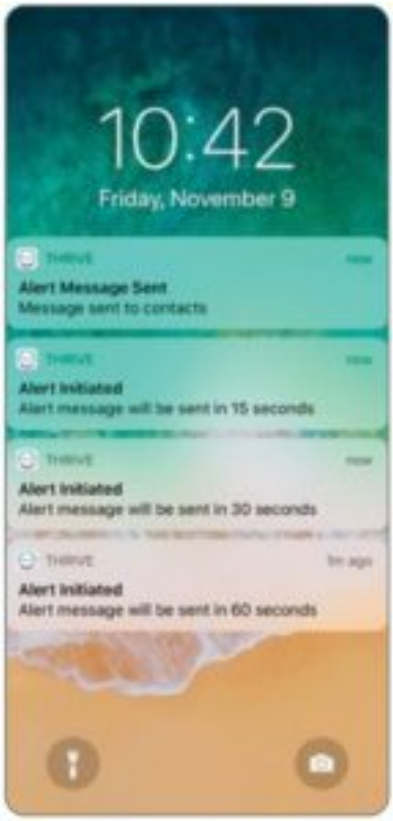
from 60 seconds or 90 seconds depending on the user-selected preference in the Fall Alert settings within the Thrive Hearing Control app.



Manual Alert

Push and hold user control to initiate Manual Alert.

Notifications will show on the lock screen after a fall is detected or a Manual Alert is initiated.

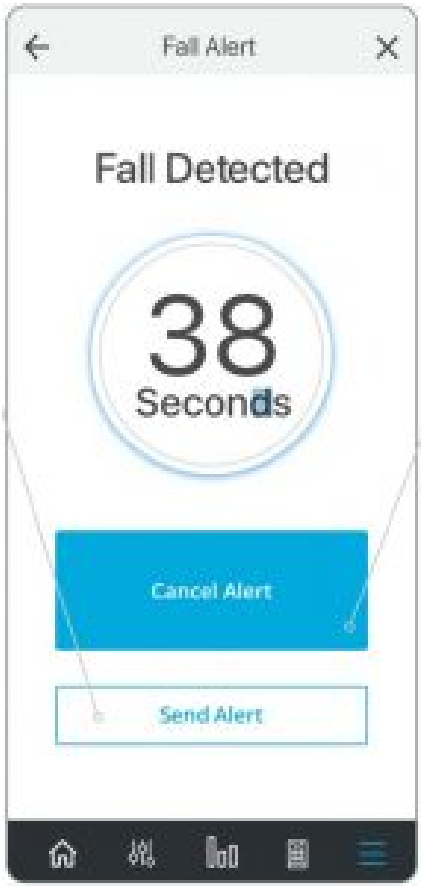


An alert is sent to contact(s) or is cancelled

1. The alert text message will be sent as soon as the timer runs out.
   The alert text message will be sent immediately if the user selects “Send Alert” on the screen.

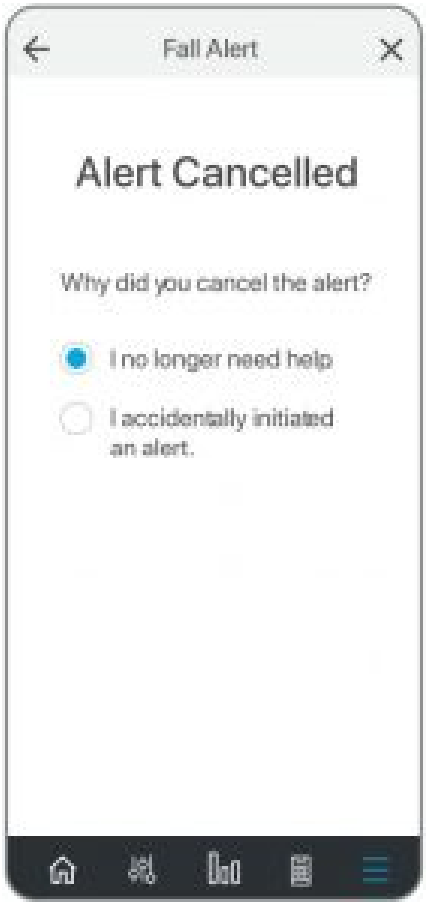
2. Once the alert text message is sent, the user will hear an audible indicator in their AI hearing aids that says “Alert sent.”
3. User can cancel the alert by tapping “Cancel Alert” on the screen or by pressing the user control on either

hearing aid.



4. Once the alert is cancelled, the user will hear an audible indicator in their AI hearing aids that says “Alert cancelled.”
5. **Alert Cancelled**

   Answer question to clarify why alert was cancelled.

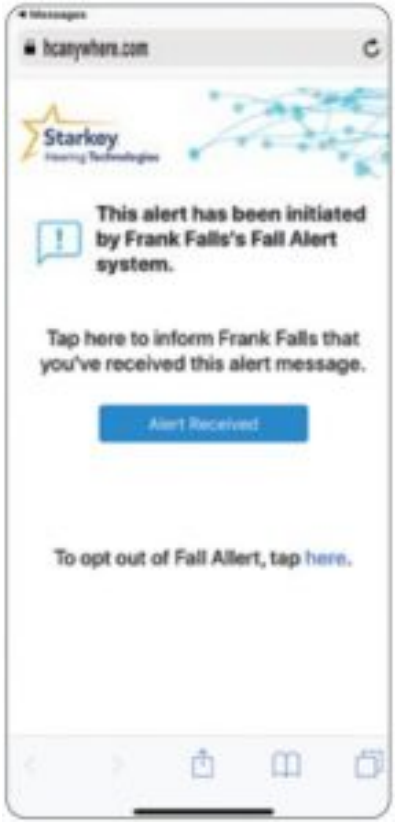


Contact(s) are notifi ed that a fall was detected or an alert was manually initiated

1. Alert text message is received by the contact. Tap the link within the text message.

2. Contact(s) verify their phone number.

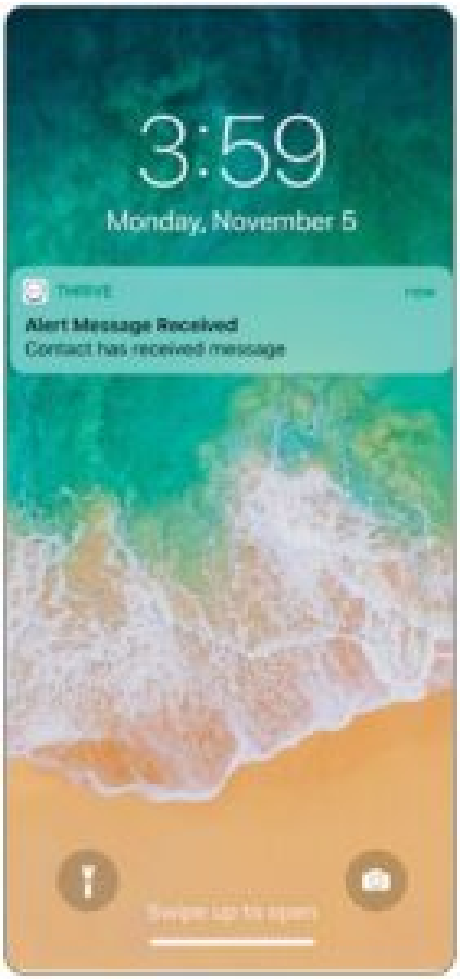
3. Contact(s) tap “Alert Received” to inform the user the alert text message was received.



4. Tap on map to view location details for the user. If the user has disabled Location Settings, contact(s) cannot view location details/map.

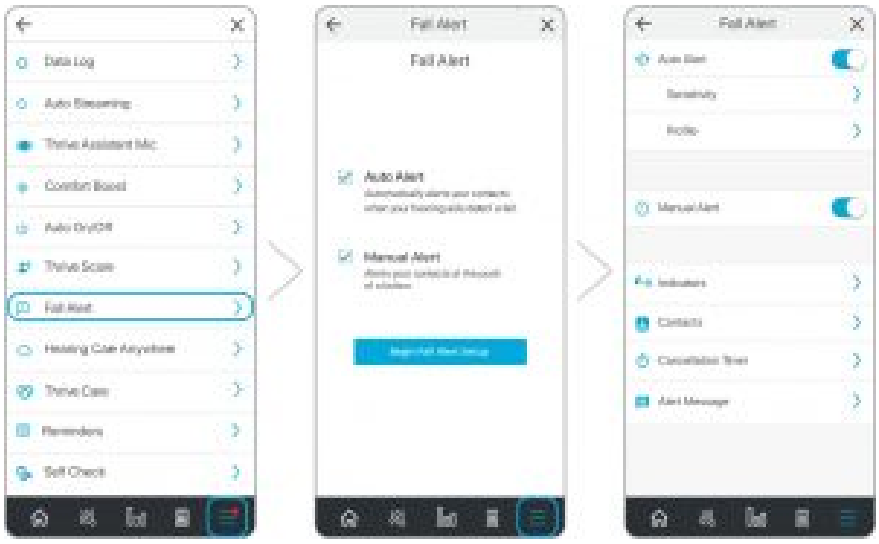
User receives notification that the alert was received by contact(s)

After contact(s) confi rm the alert text message was received, a notifi cation will show on the lock screen and the user will hear an audible indicator in their AI hearing aids that says “Alert received.”



Fall Alert Settings in the Thrive Hearing Control App

Modify Fall Alert preferences by going to:
Settings > Fall Alert > Settings



- Turn Auto Alert and/or Manual Alert On/Off by tapping the slider control.
- Sensitivity and Profi le settings impact Auto Alert feature.
- Preference for Indicators, Contacts, Cancellation Timer and Alert Message impact both Auto Alert and Manual Alert.

Fall Alert Settings

- **Sensitivity**

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.

- **Profile**

Modify profile information.

- **Indicator**

Demo the Fall Alert indicators. The Thrive app will prompt review of the alert indicators for continued familiarity.

- **Contacts**

Add, edit, or delete a contact.

- **Cancellation Timer**

Select 60 or 90 seconds as allotted time before alert text message is sent.

- **Alert Message**

Edit your name for alert text message. An example alert text message is displayed for review.

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.

Features may vary by country.

This app may have slight differences depending on your phone.

Thrive and the Starkey logo are trademarks of Starkey Laboratories, Inc.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Starkey is under license.

Apple, the Apple logo, iPhone, iPod touch, App Store and Siri are trademarks of Apple, Inc., registered in the U.S. and other countries.

©2020 Starkey. All Rights Reserved. 2/20 FLYR3518-01-EE-SG

Documents / Resources

	Starkey Fall Detection and Alerts [pdf] User Guide Fall Detection and Alerts

References

- TeleHear