

# Starkey Thrive Hearing Control App Setup Instructions

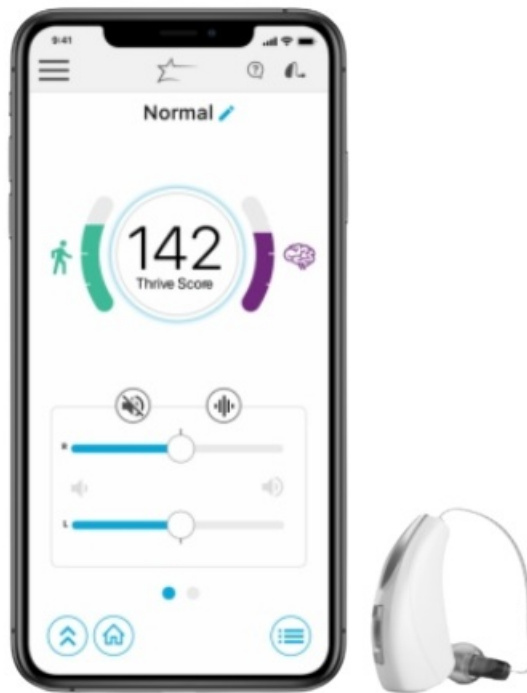
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## Starkey Thrive Hearing Control App Setup



## Downloading 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>.

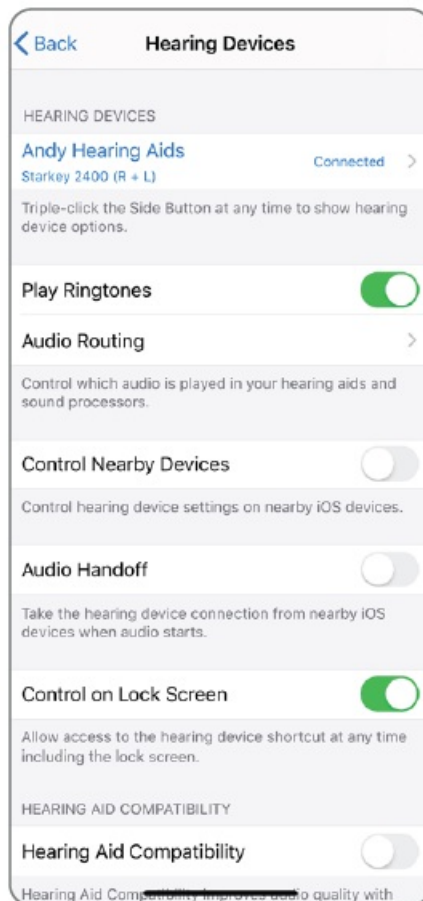
1. Once an account is set up, open the App Store.
2. Search for the Thrive Hearing Control app.
3. Select Get.



## Pairing

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.

1. Select Settings > Accessibility > Hearing Devices
2. Ensure the Bluetooth® setting is on.
3. Power off, then power on the hearing aids to place in pairing mode.
4. Select the hearing aids when they appear on the screen.
5. When prompted, select Pair. You will select Pair twice for a binaural set of hearing aids.
6. Ensure it says "Connected" after the hearing aid name.



## iPhone Setup

The hearing aids and iPhone work together to deliver binaural streaming for phone conversations and other audio such as music, movies, and GPS directions.

### Changing the Audio Routing

Change audio routing for phone calls and streaming audio by selecting:

- Settings > Accessibility > Hearing Devices > Audio Routing
- Select Call Audio to change the audio routing for phone calls and Media Audio to change the audio routing for other streaming media.

### Options include:

- **Always Hearing Devices** – Audio will stream to the hearing aids by default
- **Never Hearing Devices** – Audio will stream to the Apple device by default
- **Automatic** – Audio will stream to the Bluetooth device that is currently connected (this is managed by iOS); Audio and media routing default to Automatic.

### Play Ringtones

The iPhone's ringtone can play in the hearing aids when an incoming call is received. Play Ringtones defaults off. To turn on select:

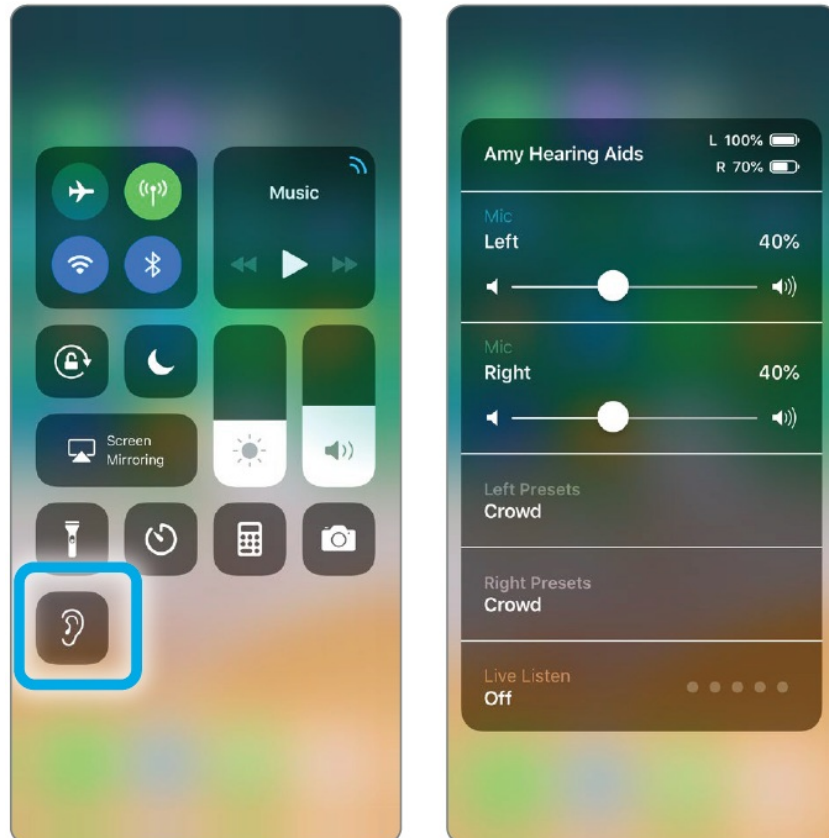
1. **Settings > Accessibility > Hearing Devices**
2. Slide Play Ringtones to the on position. When an incoming call is received, the user will hear their unique

iPhone ringtone in their hearing aids.

## Hearing Device Control

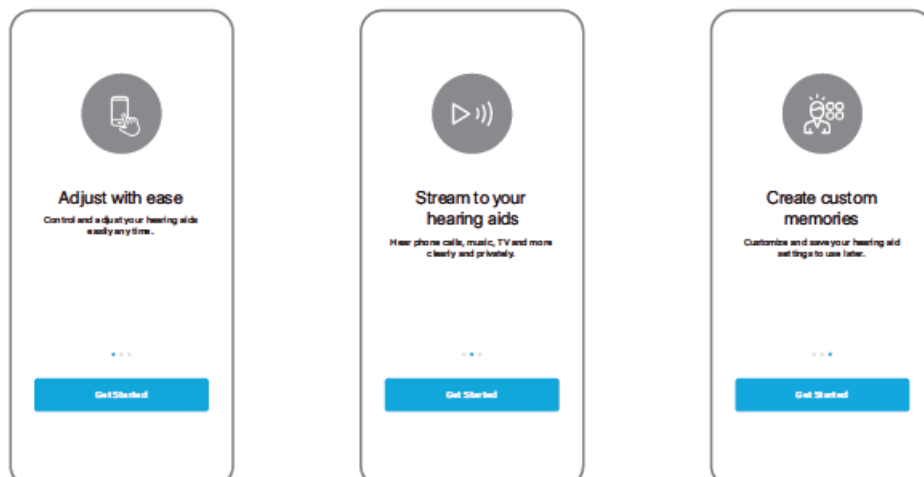
Adding “Hearing” will allow the ear icon to appear when you swipe for access to the control center.

1. Settings > Control Center > Customize Controls > Hearing
2. Access the following functions without opening the Thrive app:
  - Battery levels
  - Volume adjustment
  - Memories
  - Live Listen



## Thrive Hearing Control App Initial Setup

When the Thrive app is opened for the first time, onboarding screens provide the user with information on app functionality. Tap on Get Started to begin the app set-up process.



## Thrive User Agreement A

Review and then check the box to acknowledge the Thrive User Agreement. Tap Agree to continue.

## Cloud Sign-In B

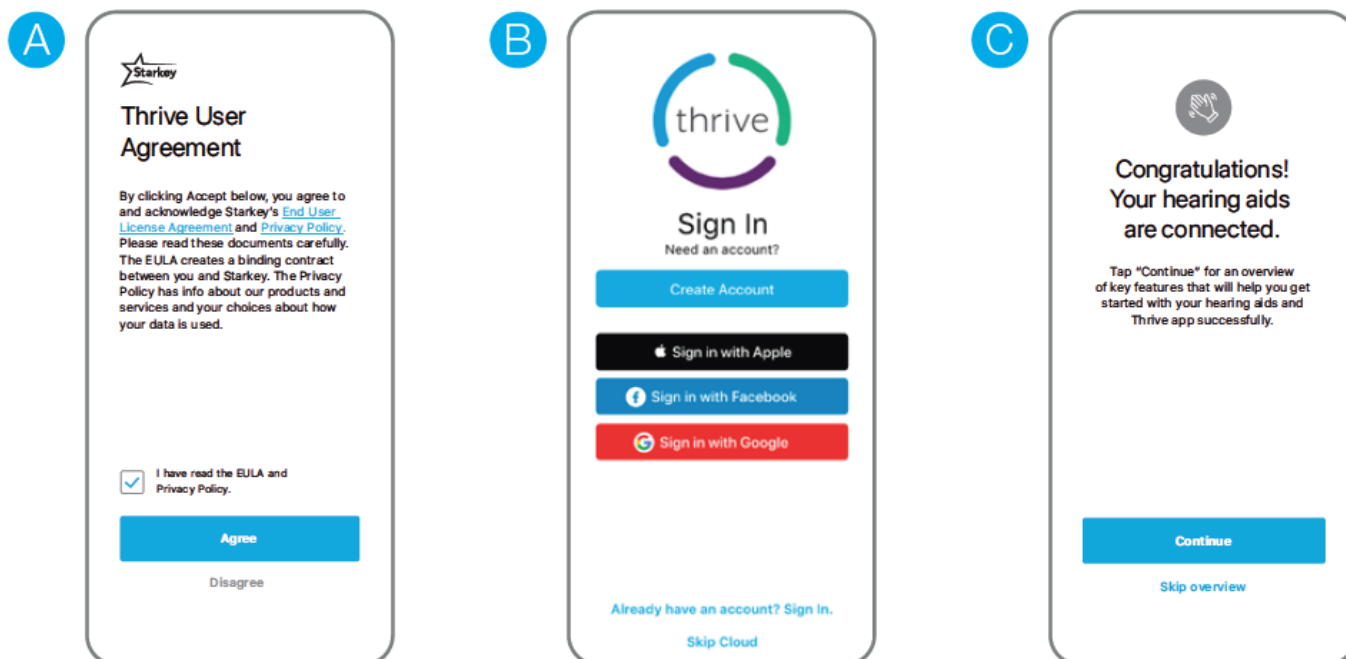
Sign in using Apple, Facebook, or Google or create an account with an e-mail address and password. Cloud Connectivity allows for TeleHear, Fall Alert and for app/hearing aid information to be backed up and restored. If Skip Cloud is selected, sign-in can occur later by going to the Thrive app Settings > TeleHear > Sign In.

## Connecting the Hearing Aids C

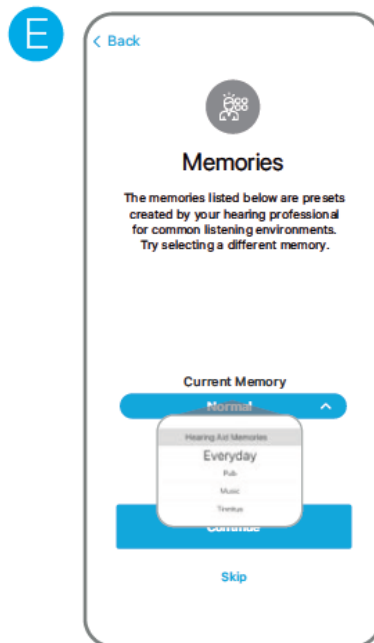
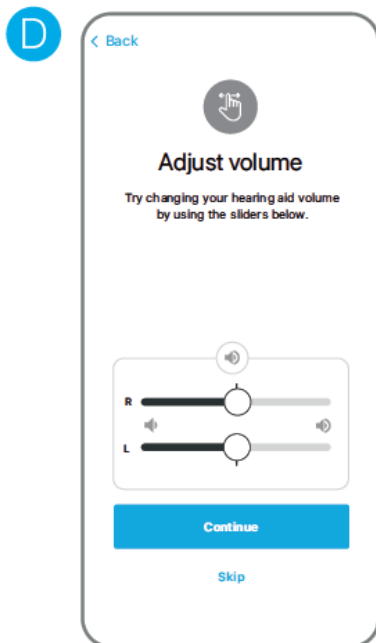
The Thrive app will connect to the hearing aids. A prompt will ask if the user would like to connect to Bluetooth. Select Ok.

## Thrive Function Overview

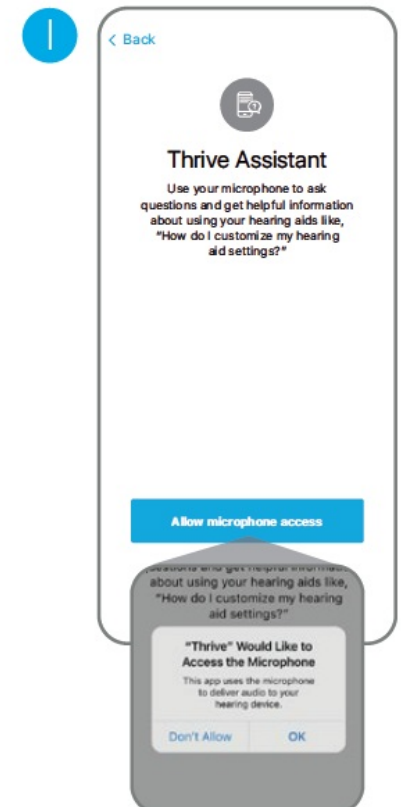
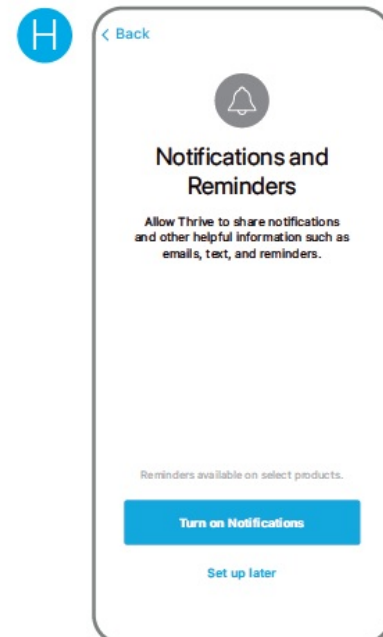
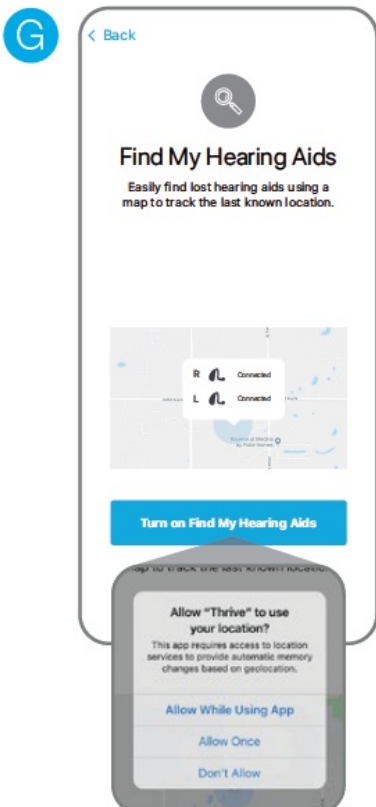
An overview of the Thrive app functions provides quick information and practice of commonly used adjustments and features. Users can elect to skip the information or set up screens by selecting Skip or Set up later.



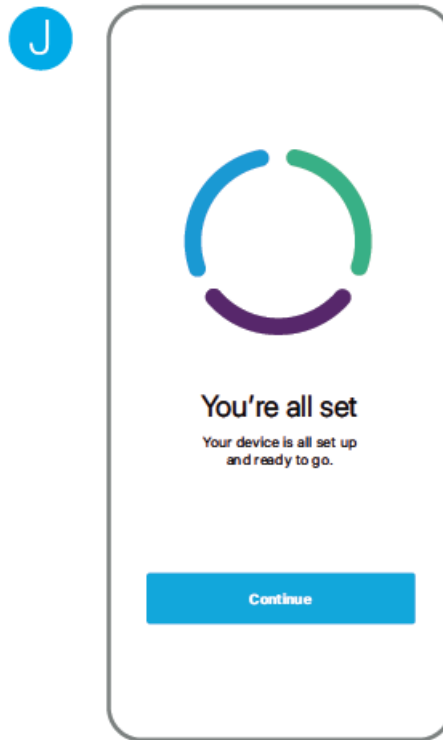
- **D Volume Control:** Users can experiment with adjusting hearing aid volume control. Tap Continue to proceed.
- **E Memory Selection:** Users can experiment with changing memories. Tap Continue to proceed.
- **F Engagement and Activity Tracking:** Tap Continue to proceed.



- **G Find My Hearing Aids:** Select Turn on Find My Hearing Aids to use this feature. Users are asked to allow the Thrive app to use Location Services. Select Allow While Using App, Allow Once or Don't Allow.
- **H Notifications and Reminders:** Allow the Thrive app to share notifications by tapping Turn on Notifications. Select Allow or Don't Allow.
- **I Thrive Assistant:** In order to use Thrive Assistant, users must allow the Thrive app to access the smartphone microphone. Select Allow Microphone Access to continue, then select Ok.

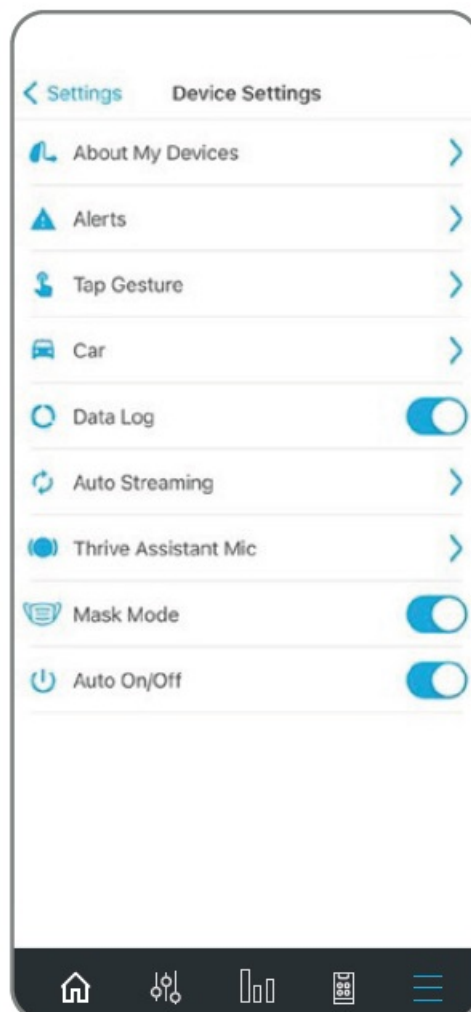


- **You're All Set. J**  
Tap Continue to enter the Thrive app.



## Device Settings

Advanced settings for the hearing aids can be turned on/off or set in this menu.



- **About My Devices:** Displays the model, technology level, and serial numbers of the hearing aids as well as

the current firmware version.

- **Alerts:** Turning on Alerts allows an indicator to be played in the hearing aids for the calendar, email, and social media notifications. Press the blue button to preview the alerts.
- **Tap Gesture:** Turn the tap gesture on or off. Double Tap feature controls Accessory Start/Stop Stream, Edge Mode, and Thrive Assistant. Set preferred functionality for the right and left hearing aids by tapping the. Set the tap sensitivity to Less, Default, or More. Available for AI hearing aids only.
- **Car:** Turn the Automatic Car on or off. Tap Ok to allow access to the phone's motion sensor to provide automatic memory changes when in a vehicle achieving a speed of 10 miles per hour or greater. Set which memory the Automatic Car mode uses by clicking the and selecting the preferred memory.
- **Data Log:** Turn Data logging on or off. Turning off Data Log eliminates the ability to generate an Engagement Score.
- **Auto Streaming:** Turn Auto Streaming on or off. Auto Streaming is on by default following programming in Inspire X. Auto Streaming will use Stream Boost by default. If Auto Streaming is turned off, the memory will not change when streaming.
  - **Phone Call:** Select which memory the Automatic Phone mode uses by clicking on the and selecting the preferred memory. Also select how the hearing aid microphones will perform during phone call streaming. Tap No Change, Decrease (50%) or Mute to indicate microphone preference.
  - **Media Audio:** Select which memory the automatic media streaming mode uses by clicking on the and selecting the preferred memory. Also select how the hearing aid microphones will perform during media streaming. Tap No Change, Decrease (50%) or Mute to indicate microphone preference.
- **Auto On/Off:** Tap the slider to deactivate/activate Auto On/Off. Auto On/Off allows the hearing aids to automatically go into low power mode when not in use. Available for AI hearing aids only.
- **Thrive Assistant Mic:** Tap HA Mic or Phone Mic to select a preference for which microphone is used by Thrive Assistant. HA Mic is the default setting.

## Wellness Score Setup

Set activity tracking information to ensure the most accurate calculations of the Wellness Score.

- **Activity Tracking:** Customize activity score goals including Steps, Exercise, and Stand. Information can be modified at any time by going to Settings > Wellness Score > Activity Tracking.


The app may look slightly different depending on your phone and/or hearing aid model.

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## Documents / Resources



	<p><a href="#">Starkey Thrive Hearing Control App Setup</a> [pdf] Instructions</p> <p>Thrive Hearing Control App Setup, Thrive Hearing Control, App Setup, Hearing Control</p>
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References

- [🌐 Manage your Apple ID](#)