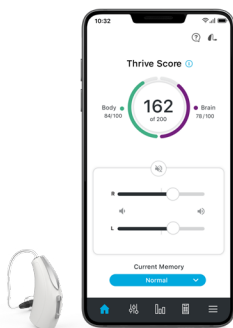




## SETTING UP

# Your Compatible Mobile App

Thrive Hearing Control App for use  
with Livio Edge AI and Livio hearing aids



Visit [starkey.com/  
veterans-thrive](https://starkey.com/veterans-thrive) for  
how-to videos and  
additional information  
or

Call **1-800-211-7789**  
for technical support

## STEP ONE

| Apple

### Download the Thrive Hearing Control app

The Thrive Hearing Control app makes it easy to control and adjust your hearing aids with your compatible Apple® mobile device. Downloading the app is easy; follow the step-by-step instructions below.

1. Open the **App Store**®.
2. In the search box type **"Thrive Hearing Control"**.
3. Tap **GET** to download the app to your mobile device.



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

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## 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 mobile device. Within the **Settings** menu go to **Bluetooth** and toggle to **On**.
  2. Return to the Settings menu and tap **Accessibility > Hearing Devices**.
  3. While the Apple mobile device searches for available devices, power your hearing aids off then 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.
  5. Tap on your hearing aid name to connect
-

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your hearing aids to the mobile device.

6. You will see two pairing requests (one for each hearing aid). Select **Pair** for each request. These requests may be several seconds apart.
  7. When pairing is complete, your hearing aid name will change from black to blue.
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## STEP THREE

| Apple

### Set up the Thrive Hearing Control app

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Open the Thrive app. You will be prompted for set up:

#### Notifications

Select **Allow** or **Don't Allow**. Notifications will send an audible alert to the hearing aids, place a notice on the Thrive app icon, and place a banner on the lock screen.

#### Location Services

**Always Allow** is recommended. Location Services are important for features such as geotagging, Fall Alert and Find My Hearing Aids.

#### End User License Agreement and Privacy Policy

Review the agreement and check both consent boxes. **Click Accept**.

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## Basic or Advanced Mode

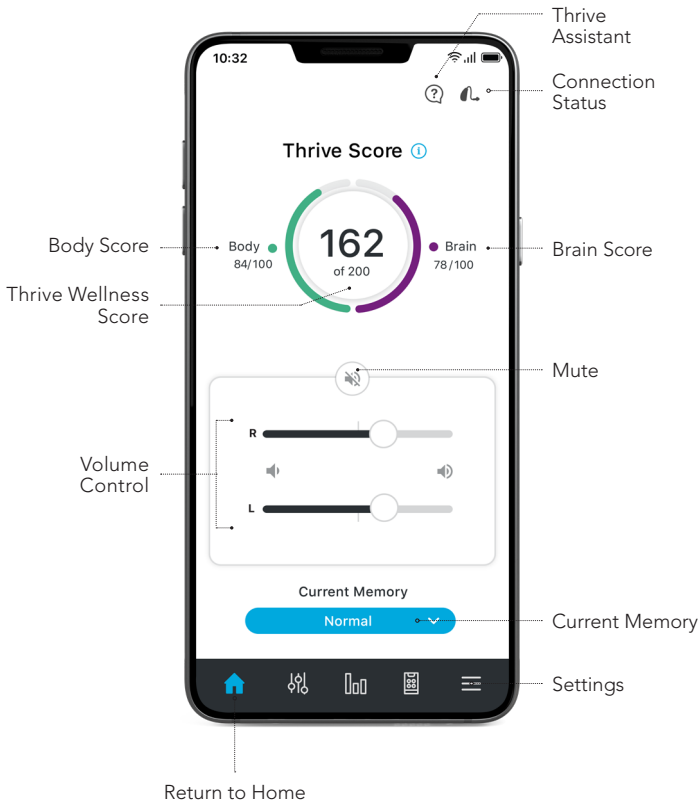
Select desired mode and press continue.  
This can be changed later within the app.

## Thrive App Sign In

Visit Facebook, GOOGLE™ search engine or create your own account with an email address and password. This creates your cloud account and saves your Thrive app preferences.

### Want to learn more about the Thrive app?

Visit **[starkey.com/veterans-thrive](https://starkey.com/veterans-thrive)**  
for usage instructions, how-to videos and  
additional information on features.



Your **Starkey Livio Edge AI or Livio 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:

- Answer and stream phone calls\*
- Stream music, TV and other media directly to your hearing aids
- Act as a hearing aid remote control

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



livioEdge<sup>AI</sup>

\*Requires Remote Microphone +  
for Android phone users.



## STEP ONE

| Android

### Download the Thrive Hearing Control app

The Thrive Hearing Control app makes it easy to control and adjust your hearing aids with your compatible Android™ mobile device. Downloading the app is easy. Follow the step-by-step instructions below:

1. Open the **Google Play Store™**.



2. In the search box type  
**"Thrive Hearing Control"**.



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

**INSTALL**

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

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## Connect your hearing aids to your mobile device

Follow the instructions below to connect your hearing aids to your Android mobile device.

If your hearing aids ever lose connection to your mobile device, repeat the instructions below to reconnect.

### Option 1 (In app pairing):

1. **Launch** the Thrive Hearing Control app.
2. After searching, available hearing aids will display on the screen. Please note, each device will appear separately.
3. Check the box next to each hearing aid and select **Connect**.

### Option 2 (Android Bluetooth menu):

1. Tap the **Settings** icon on your mobile device.
-

- 
2. Ensure **Bluetooth** is on.
  3. While the Android mobile device searches for available devices, power your hearing aids off then on to put them into pairing mode.
    - s. When paired, they will appear in the **Paired Devices** list.

## Set up the Thrive Hearing Control app

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Open the Thrive app. You will be prompted for set up:

### Notifications

Select **Allow** or **Don't Allow**. Notifications will send an audible alert to the hearing aids, place a notice on the Thrive app icon, and place a banner on the lock screen.

### Location Services

**Always Allow** is recommended. Location Services are important for features such as geotagging, Fall Alert and Find My Hearing Aids.

### End User License Agreement and Privacy Policy

Review the agreement and check both consent boxes. **Click Accept**.

### Basic or Advanced Mode

Select desired mode and press continue.

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This can be changed later within the App.

### **Thrive App Sign In**

Visit Facebook, GOOGLE™ search engine or create your own account with an email address and password. This creates your cloud account and saves your Thrive App preferences.

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for usage instructions, how-to videos and  
additional information on features.

*Flip for Apple Instructions*

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For Livio Edge AI, Livio, Thrive Hearing Control app and iOS/Android compatibility information, please visit [starkey.com/thrive-hearing](http://starkey.com/thrive-hearing)

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The  
American  
Hearing  
Company

Veteran technical support line\*:

**(800) 211-7789**

\*For technical support of hearing devices with wireless connectivity



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

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



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**Google Play**