

QUICKTIP

2-Way Audio

Streaming to 2.4 GHz Hearing Aids

With our 2.4 GHz Thrive platform hearing aids, the hearing aids' microphones pick up and stream the voice directly back to iPhone and iPad, allowing patients to seamlessly talk hands-free.

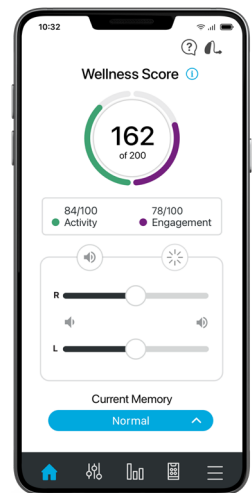
Compatibility

All 2.4GHz Thrive platform hearing aids

NOTE: Hearing aids will require the following firmware versions:
ITC/HS/ITE R, micro RIC 312, BTE R: 7.5.1.0 or higher
RIC 312, RIC R, BTE 13: 6.11.1.0 or higher.

iOS 15.1 or newer

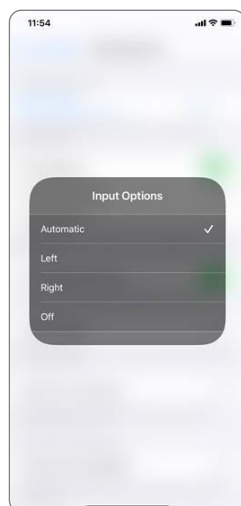
iPhone 11, iPhone 11 Pro, iPhone 11 Pro Max, and later, iPhone SE (2nd generation), as well as iPad Pro 12.9-inch (5th generation), iPad Pro 11-inch (3rd generation), iPad Air (4th generation), and iPad mini (6th generation)



Apple Device Setup

Native Controls

2-Way Audio is solely controlled via Apple native controls. Native controls can be accessed via a triple-click or from Control Center. 2-Way Audio is labeled “Input Options”.



Apple Device Setup (Continued)

2-Way Audio Input Options

Automatic: The hearing aid with the strongest connectivity to iPhone or iPad is selected and used for voice pick-up during a call.

Left: The left hearing aid is always used for voice pick-up during a call.

Right: The right hearing aid is always used for voice pick-up during a call.

Off: Hearing aid user is required to speak into iPhone or iPad microphone during calls. Call audio is still streamed to the hearing aids.

NOTE: This setting cannot be changed during an active phone call.

Hearing Aid Control

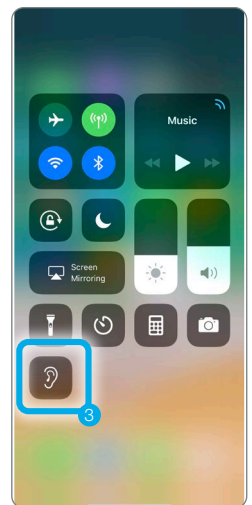
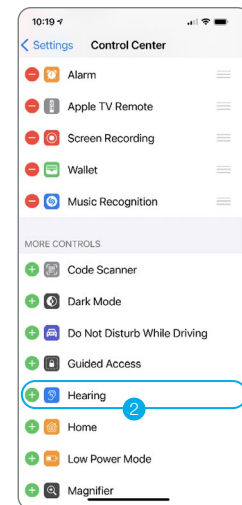
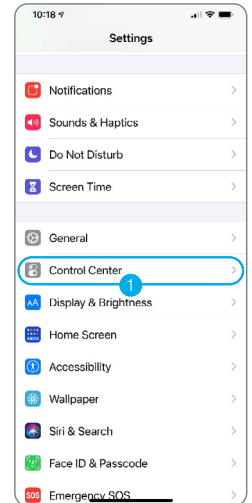
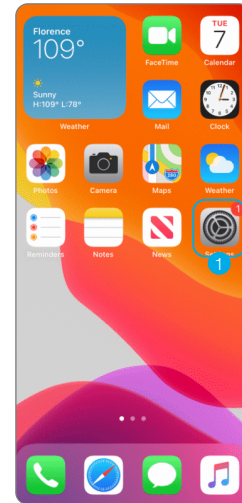
Adding the Hearing icon to Control Center allows for direct access to various hearing aid functions.

To add the Hearing icon to Control Center:

- 1 From the Home screen, tap Settings, then tap Control Center
- 2 Tap on the green + next to Hearing to add to Control Center
- 3 The Hearing icon is now listed and appears in Control Center

Access the following functions from Control Center:

- Battery Levels
- Volume Adjustment
- Memories
- Background Sounds
- Live Listen
- Input Options



Using 2-Way Audio

2-Way Audio can be used for phone calls as well as with other apps such as FaceTime, Teams, and Zoom.

When a phone call comes in, answer the call on iPhone or iPad.

2-Way Audio will stream based on the Input Option that was selected from Control Center.

For the best streaming experience, iPhone or iPad should be within approximately 10 feet (3 meters) of the user.

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

The Starkey logo, and Thrive are trademarks of Starkey Laboratories, Inc. 1 Apple, the Apple logo, iPhone, iPod touch, App Store and Siri are trademarks of Apple, Inc., registered in the U.S. and other countries. iOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license. ©2021 Starkey Laboratories, Inc. All Rights Reserved.

11/21 FLYR3935-00-EE-SC-AU - This document has been edited by Starkey Australia and is accurate for the Australian market only.