

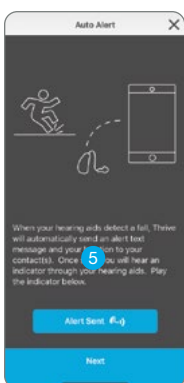
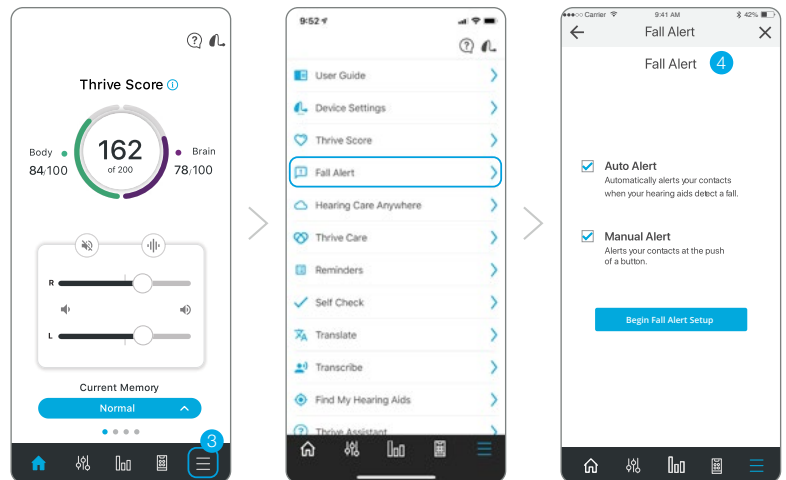
# Fall Detection and Alerts

## System Setup

### User

Ensure Auto Alert and/or Manual Alert have been enabled in the hearing aids by your hearing professional. Additional setup must be completed in the Thrive Hearing Control app for the system to be active.

- 1 Load the Thrive app:** For more information see the Thrive Hearing Control Setup QuickTIPs. Fall Alert feature is available in both the Advanced and Basic app modes.
- Ensure you are signed into the Cloud. The Fall Alert feature requires Cloud sign in.
- Select **Settings > Fall Alert** to begin setup.
- Auto Alert and/or Manual Alert will be checked if enabled by your hearing professional. Tap Begin Fall Alert Setup.
- Preview Alert indicators. Tap each button to listen to the indicator for familiarization.



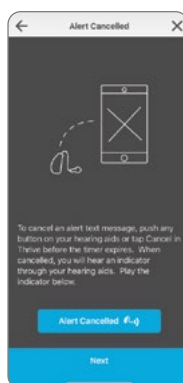
Auto Alert Sent



Manual Alert Sent



Alert Received



Alert Cancelled

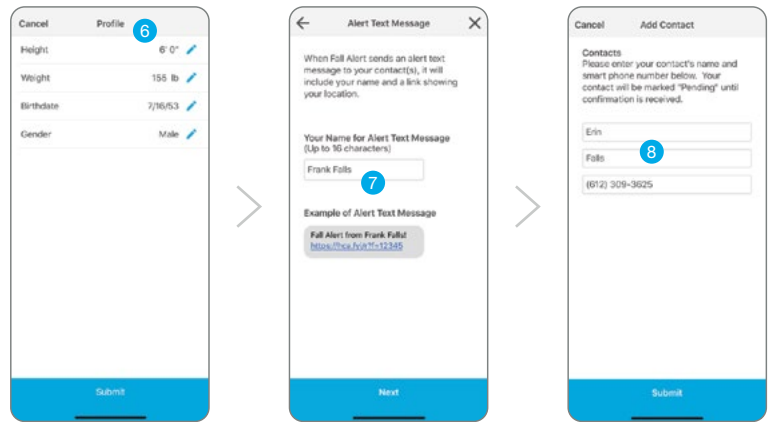


Communication Failure



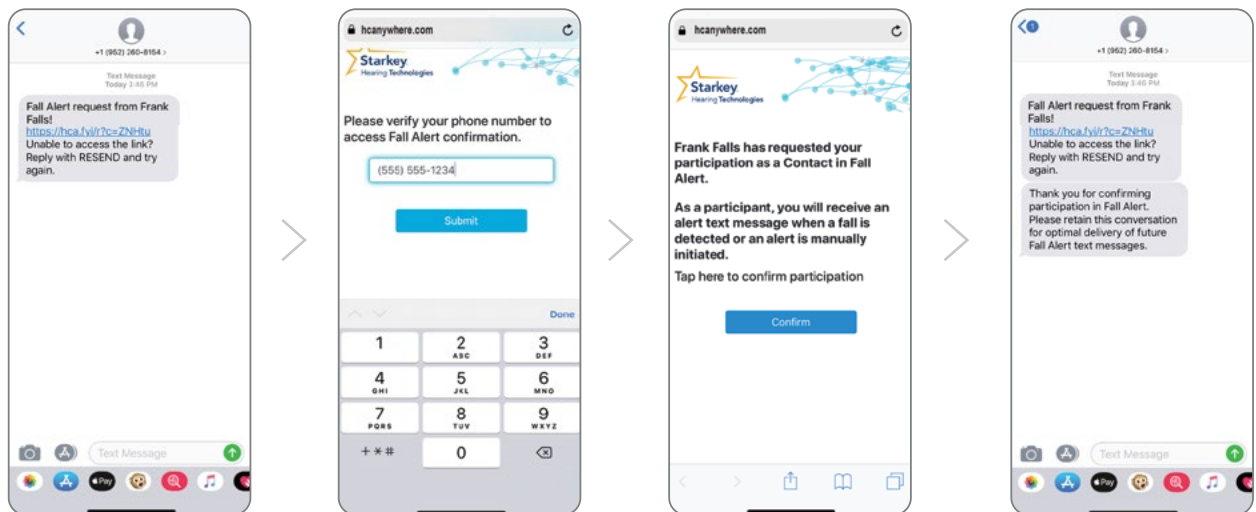
## User (Continued)

- 6 Enter your profile information. Profile information will be available if previously entered in the Thrive app.
- 7 Enter your name as you wish it to appear in the alert text message that will be sent to your contacts. An example of the alert text message is displayed for review.
- 8 Enter name and smartphone phone number for up to three contacts to receive alert text messages. Each contact must confirm participation within 72 hours. Contacts will be “Pending” and the system remains inactive until at least one contact has confirmed participation.



## Contact

Each contact entered by the user will receive a text message requesting participation in the Fall Detection and Alerts system. An individual can be a contact for more than one AI user.



1 Click the link in the text invitation.

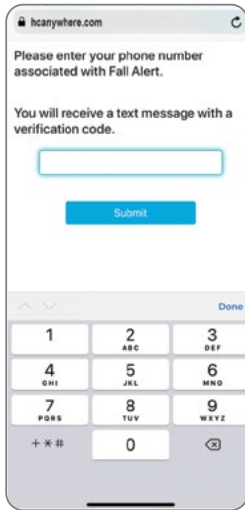
2 Enter smartphone phone number.

3 Select “Confirm” to confirm participation in the Fall Detection and Alerts system.

4 Contact will receive a text message confirming their participation.

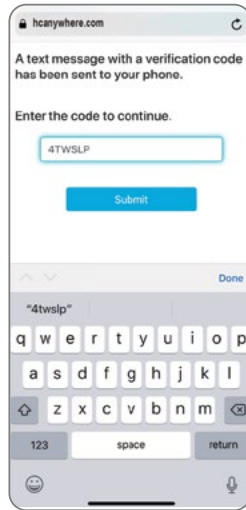
## Contact Opt-Out

To opt out of the Fall Detection and Alerts system, a contact may tap the opt-out link in the original text message sent to confirm participation or visit [www.starkey.com/contact-starkey-hearing](http://www.starkey.com/contact-starkey-hearing).



1

Enter smartphone phone number to receive verification code via text.



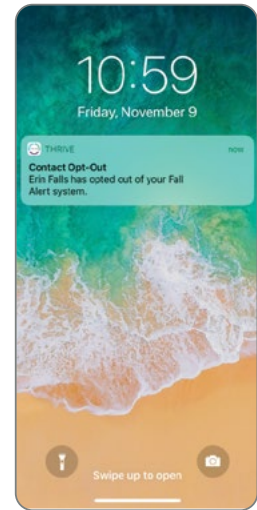
2

Enter verification code.



3

Select "Remove" next to name to opt out.



4

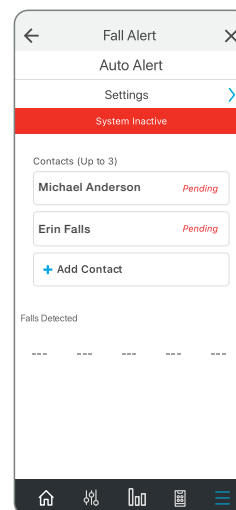
User is notified of a contact opt-out.

## Active System

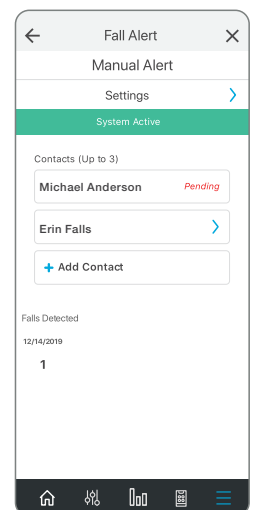
Confirmation of participation from at least one contact is needed for an active system. The banner on the Fall Alert screen turns green and displays "System Active".

Once a contact has confirmed participation, "Pending" disappears by their name.

Once the Fall Alert feature is active, a fall can be automatically detected or a Manual Alert can be initiated.



Inactive



Active

### **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.

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