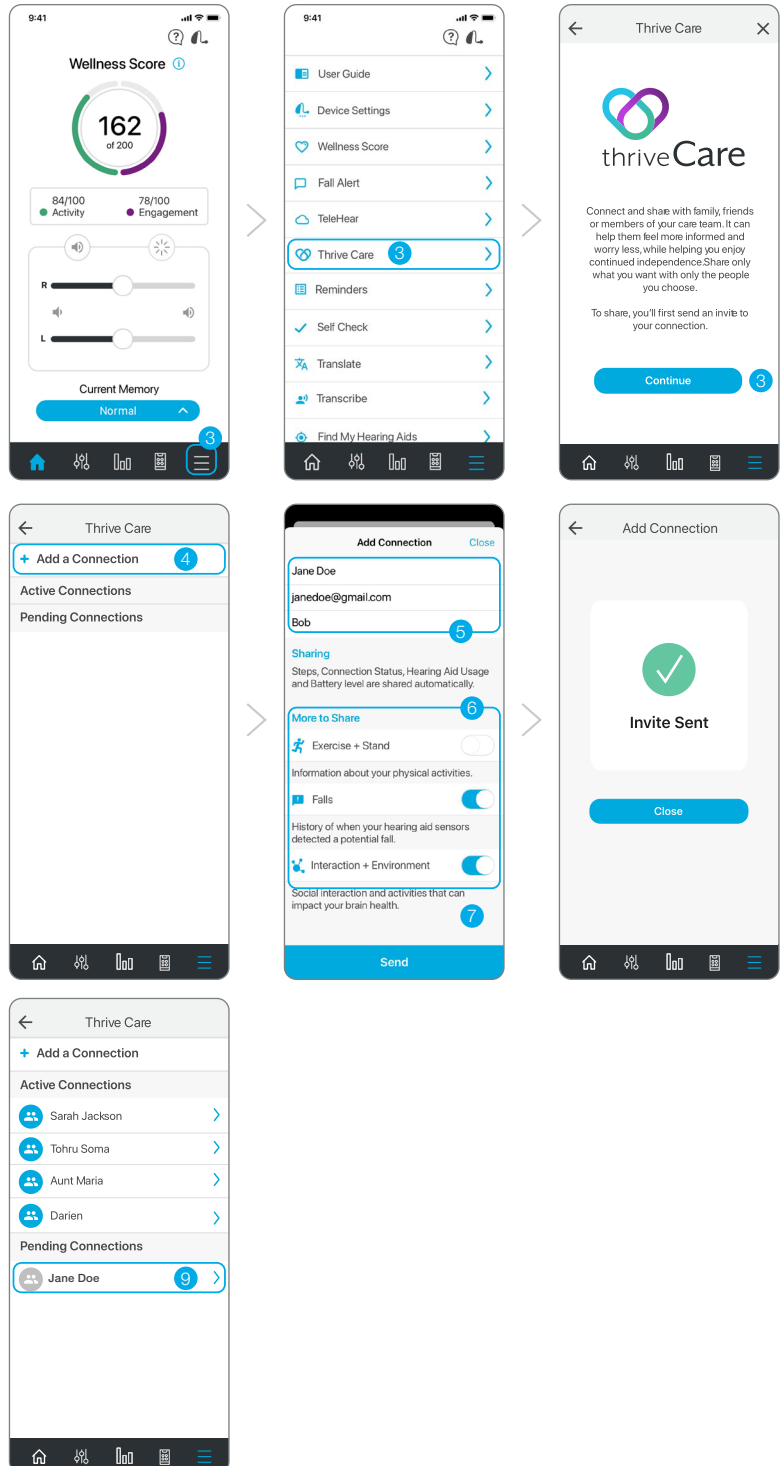


# Thrive Care App

## Hearing Aid User: Invite a Caregiver

- 1 Load the Thrive Hearing Control app; for more information see the *Thrive Hearing Control app Setup QuickTIPs*.
- 2 Launch the Thrive app. The hearing aid wearer must be signed into TeleHear through the Thrive app. For more information see the *TeleHear Dashboard and System Setup QuickTIP*. Communicating with the Thrive Care app requires Cloud sign in.
- 3 To begin setup, select **Settings > Thrive Care > Continue**.
- 4 Add a connection by selecting **+ Add a Connection**. Connections are select family, friends or care team members that the Thrive app user chooses to share information with.
- 5 Enter the connection's name and email address. Enter the Thrive app user's name.
- 6 Select what data to share with connections by tapping the sliders. Steps, connection status, hearing aid usage and battery level are shared with all connections by default.
- 7 Select **Send**.
- 8 An Invite Sent screen will display indicating the connection was sent an email inviting them to use Thrive Care.
- 9 The connection will now show under Pending Connections. Once the invitation is accepted, the connection will move to the Active Connections list.



The Thrive Care app is compatible with select Thrive Platform 2.4 GHz hearing aids. Please contact your rep for specific information.

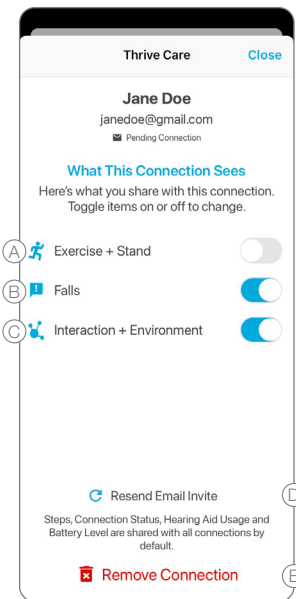


## Hearing Aid User: Invite a Caregiver (Continued)

Tap the sliders to edit the information that is shared with your connection.

### Edit a Connection:

- Ⓐ Exercise + Stand: A connection will see how often a hearing aid user is moving and exercising throughout the day.
- Ⓑ Falls: A connection will see when a fall has been detected by the hearing aids.
- Ⓒ Interaction + Environment: A connection will see how many hours per day the hearing aid user is engaged with the world around them. This information includes time spent in complex listening environments as well as time spent audio streaming.
- Ⓓ To resend the email invitation to a connection, tap their name in the Pending Connections list and select **Resend Email Invite**.
- Ⓔ The hearing aid wearer can also remove a connection by selecting **Remove Connection**.



## Caregiver: Accepting a Thrive Care Invitation

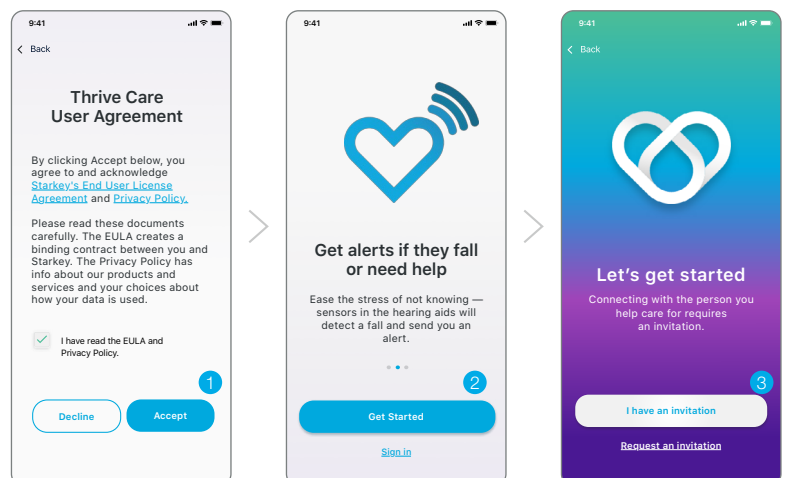
### Load the Thrive Care app.

For **Apple**, the Thrive Care user must have an Apple ID to download the Thrive Care app. To set up an account, visit <https://appleid.apple.com>.

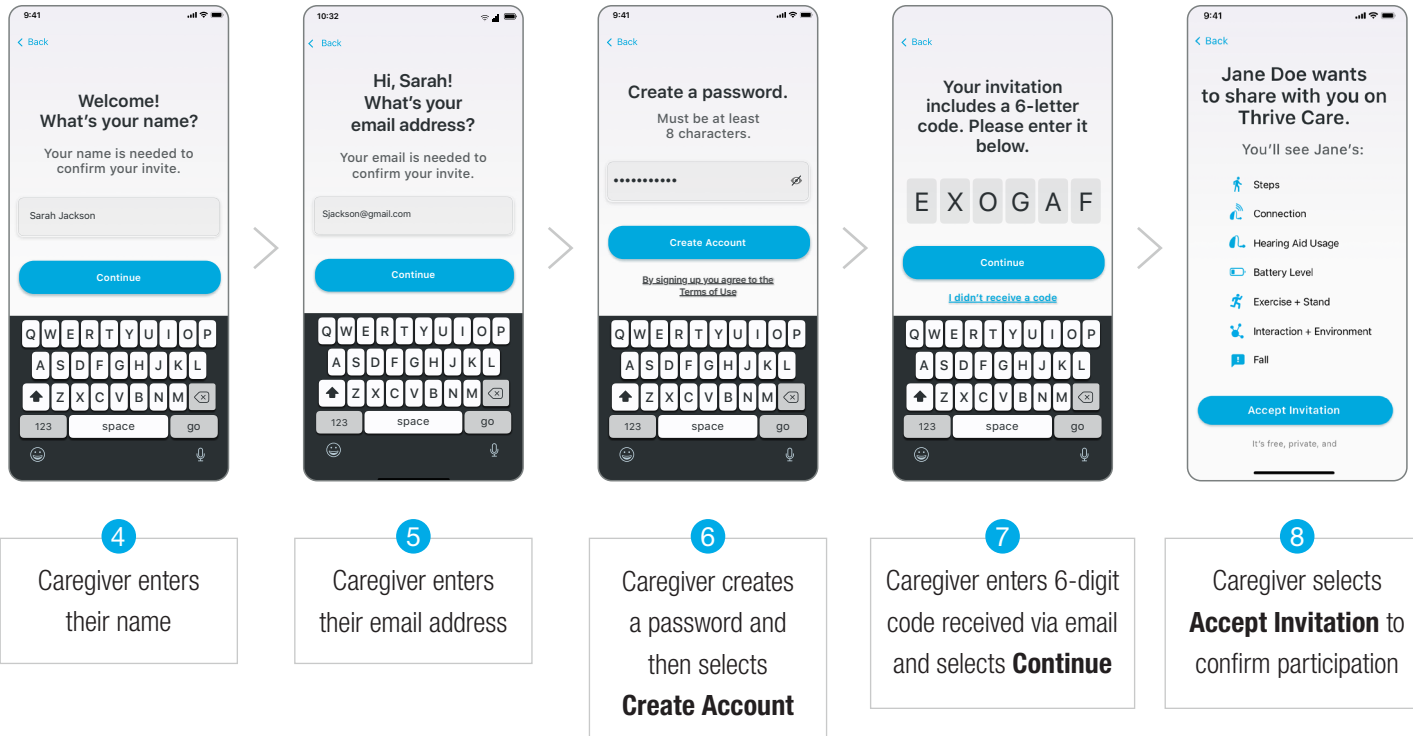
For **Android**, the Thrive Care user must have a Google Play Store account to download the Thrive Care app. A Google Play Store account can be created by going to Settings > Accounts. Choose an existing account or select Add Account to create a new account.

The Thrive Care app works with the Thrive app to allow the caregiver to view and monitor the health and wellness data being generated by the hearing aids.

- 1 Launch the Thrive Care app. Review the Thrive Care User Agreement and check the consent box. Click **Accept**.
- 2 Select **Get Started** to setup the Thrive Care app account. When accessing information after initial setup the Thrive Care app user will select **Sign In**.
- 3 If the hearing aid user has already added a caregiver as a connection, select **I have an invitation**. If the hearing aid user has not yet added a caregiver as a connection, select **Request an invitation**. A caregiver can be a connection for more than one hearing aid user.

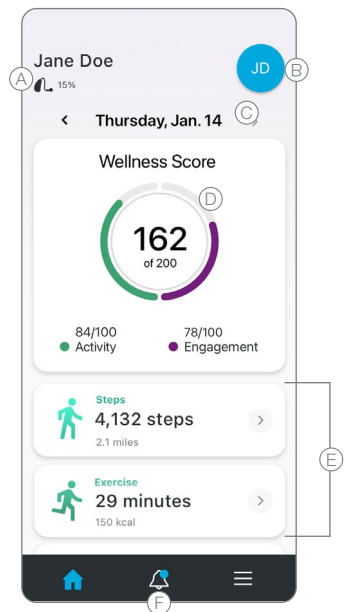


## Caregiver: Accepting a Thrive Care Invitation (Continued)

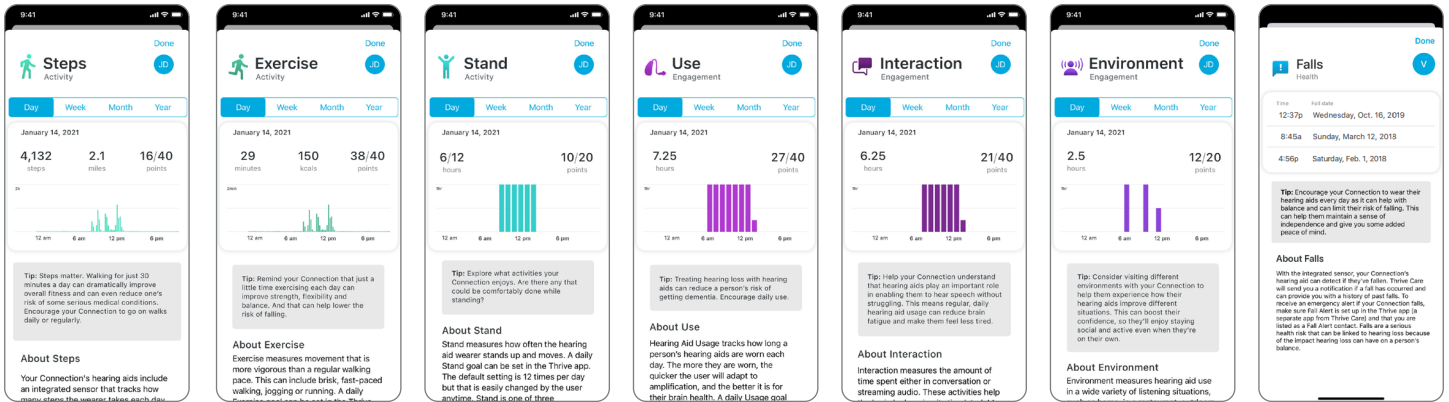


## View and Monitor Health and Wellness Data

- (A) View hearing aid battery status.
- (B) The top right icon displays the hearing aid user the caregiver is viewing. If a caregiver is a connection for more than one individual, tap the icon to view a different hearing aid user.
- (C) The default date is the present day. To view another date select the right/left arrows to move back/forward one day. Tap the date to open a calendar view.
- (D) View the Wellness Score. The Wellness Score is made up of the Activity Score and Engagement Score and resets daily. Hearing aid users can earn up to 100 points for both the Activity Score and the Engagement Score.
- (E) Scroll to view detailed Activity Score and Engagement Score information. Tapping on any data card opens a detailed view (see following page).
- (F) Tap the bell icon to view notifications such as if a goal was met or missed, the hearing aids are offline or the hearing aid battery level is low.



## View and Monitor Health and Wellness Data (Continued)

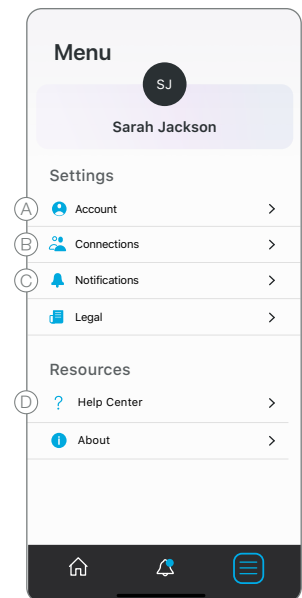


## Thrive Care Settings

A variety of settings can be configured through the Settings menu.

Tap the  to access settings.

- (A) Displays caregiver's account information including email and password.
- (B) Tap to view the hearing aid users being monitored.
- (C) Displays the data the caregiver has the option to receive notifications for.
- (D) Displays Thrive Care support for the caregiver.



Features may vary by country.

App may have slight differences depending on your phone.

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