Connectivity Guide

Before you Start

1   Make sure that the phone you are trying to pair is one of the phones recommended and tested by Starkey. If not, full functionality should not be expected. You can find that list of compatible phones **here**. Alternatively, you can scan the following QR code using the phone that you would like to check compatibility.

2   Make sure the phone's operating system (Android or iPhone) is as up to date as possible.

   a   **For Android:**
   - **i.**   Open your phone's Settings App
   - **ii.**   Near the bottom, tap **About phone > Android Version**
   - **iii.**   Find your "Android Version"
   - **iv.**   **Ensure your Android Version is the latest version (minimum for streaming requirements is Android 10)** If you are required to update the phone, navigate to Phone's Settings App
   - **v.**   Near the bottom, tap **System > System Update**.

   b   **For iPhone:**
   - **i.**   **Open Settings > General**, then tap "About"
   - **ii.**   Ensure that it is the latest version available (iOS 14 or later recommended) If you are required to update then:
   - **iii.**   Settings > General, then tap Software Update.

Also, ensure that the firmware of the hearing aids is most up to date, and ensure that the Thrive App is the latest version available either from the App Store (Apple) or the Google Play Store (Android).

Contact

Please try the following steps depending on what kind of device you have (iPhone/Android). If you have any issues with this process, or if you have tried all of the following steps and you're still encountering issues, please call:

Steven Le
Consumer Support Specialist and Trainer at Starkey
1800 024 985

iPhone Pairing Steps

Please follow these instructions to troubleshoot iPhone Pairing Issues

1. Ensure all other Apple Devices in the vicinity have Bluetooth powered off
2. Delete the Thrive App, and Redownload it from the App Store
3. Open the iPhone Settings
4. Open the Battery door of the hearing aids, or if they are rechargeable turn the hearing aids off
5. Select Accessibility > Hearing devices
6. Turn on the hearing aids: (close the battery door, or turn on the rechargeable hearing aids)
7. What do you see under "MFI HEARING DEVICES" in this screen?

The Hearing Aids appear in <u>Black</u> Font and say not Connected	Hearing Aids appear in <u>Blue</u> Font and say Connected	"Searching?"
1. Tap on where the hearing aids are listed in black, does it prompt with a pairing request? 2. If **NO**, refer to instructions located under "Searching?" (the right column of this table) 3. If **YES**, does it prompt a pairing request for **EACH hearing aid**? 4. If **NO**, Open the Battery Doors on the Hearing Aids, and Select Forget this device and then move to **STEP 2** of the "Searching?" column 5. If **YES**, Place the hearing aids near the phone and Open the Thrive App 6. Move to **step 3 of the middle column** in this table	1. Place the hearing aids within 5–10 cm of the phone 2. Open the Thrive App 3. Follow the instructions for initial set up 4. Sign into the Cloud either by using Apple, Google, Facebook, or you can create an account. You must sign into the cloud before proceeding.* 5. The app should prompt you to ask if it can use Bluetooth – Press "OK" 6. You should now be connected	1. Open the Battery Doors on the Hearing Aids 2. Close all Open Apps in Background and Clear all notifications 3. Reboot the Phone 4. Wait until the phone is rebooted and the passcode has been put back in to "unlock" the phone. 5. <u>Return to Step 5 at the the top of this page and start again</u>

* It is recommended to sign in using Apple, this will pre-populate the patient's Apple ID email address.

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Android Phone Pairing Steps

Please follow these instructions to help you reset the app's data which will help you reset the app.

On an Android Phone:

1. Navigate to the settings of your phone

2. Settings > Apps > Select the Thrive App

3. Tap on "Storage"

4. Select "Clear Data" and "Clear Cache" and press OK for both
   You should now see that the app's Data and Cache should be "0"

5. Go to the Bluetooth settings of your device

6. Unpair all connections to your hearing aids

7. Put the hearing aids into your charger (or open the battery door if it is a non-rechargeable hearing aid)

8. Open your Thrive App (now that you have cleared the app's data, it should ask you to pair hearing aids to the app)

9. Follow the instructions that appear that show you how to pair the devices

   I.   Click Get started

   II.   Click "I have read the EULA policy"

   III. Press "Continue"

   IV.   Sign into the Cloud either by using Apple, Google, Facebook, or you can create an account. You must sign into the cloud before proceeding.*

   V.   **Take your hearing aids out of the charger at this point (or put the battery back in if it is a non-rechargeable unit)**

   VI.   Press "OK" to grant Location Permission

   VII. Press "While using the app" for the screen that comes up that says "Allow **Thrive** to access this device's location"

   VIII. You should see both of your hearing aids pop up on the screen now

   IX.   Select them both (so that you see a green tick next to them)

   X.   Click connect

   XI.   You should get a pairing request pop up

   XII. Press "Yes" or "Pair" or "Ok"

   XIII. You should get another pairing request pop up

   XIV. Press "Yes" or "Pair" or "Ok"

   XV.   If another screen pops up that asks "Link **Thrive** with your hearing aids"
         Press OK

10. For the best success and stability, your phone should ask for **two** pairing requests for the hearing aids – one for each side

11. Skip overview

And you should now be paired.

* It is recommended to sign in using Google, this should retrieve the wearer's Gmail account from their phone.

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Cloud Sign in

A Cloud account is required to use the Thrive App. This is another step to ensure data security and privacy.

There are a few types of sign-ins that you can use including:

• Creating your own

• Apple
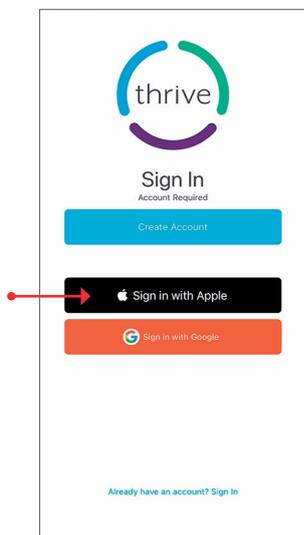
• Google; or

• Facebook.

We recommend using an Apple Sign in on iPhone devices, and a Google sign in on Android devices.
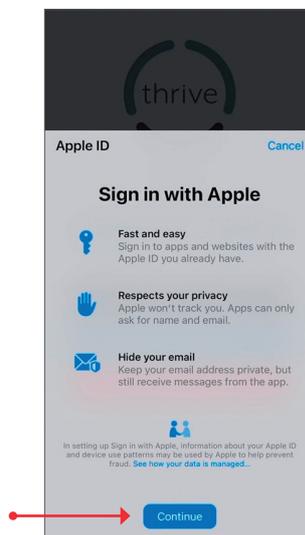
Apple Sign in

Using an Apple sign in is recommended when signing into the Thrive App from an iPhone or Apple device. Thrive will automatically request to link the user's Thrive Data to the email address that is associated with their Apple ID.
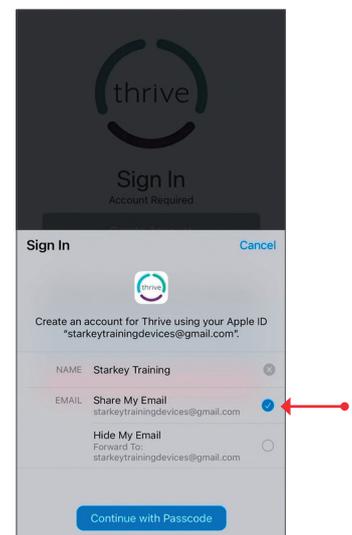
For iPhones without Face ID:

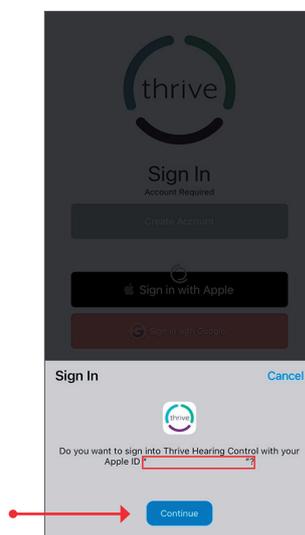| Press "Sign in with Apple"	Press "Continue"	Select "Share my Email" and enter iPhone Passcode

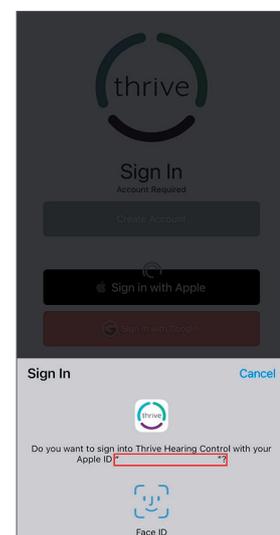**For iPhones with Face ID:**

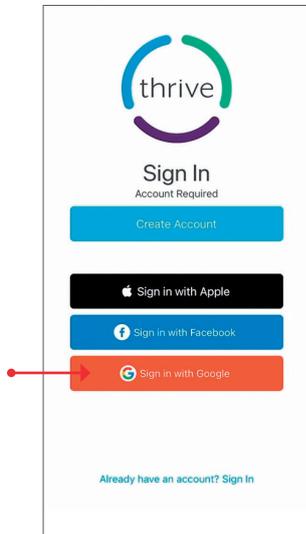| Press "Sign in with Apple"	User's email will appear in red box. Press "Continue"	Allow iPhone to scan for Face ID

Google Sign in

Using Google sign in is recommended when signing into the Thrive app from an Android device. Thrive will automatically request to link the user's Thrive Data to the email address that is associated with the Google Play Store email address.

Press "Sign in with Google"

User's email address will appear in red box, select it to continue and sign in
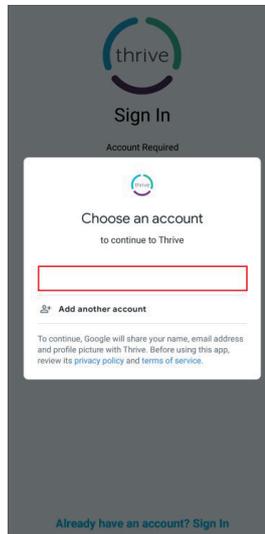
If you press Sign in with Google, you may be requested to enter in an email address. If so, enter in the user's Gmail address in order to proceed.

Creating your own account

You may choose to create an account.

If so you will be required to enter in an email address and password.

A request for an email verification will be sent to the email address that you have just entered, and the user must verify this email within three days of receiving the email.
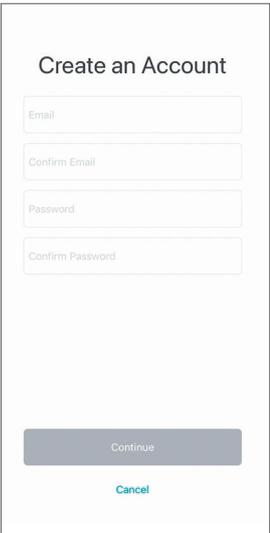
Android Troubleshooting

Here are some extra troubleshooting steps that may help with Android Connectivity issues

Make sure both Security and Play Store are up to date
- Go to Settings in phone
- Click biometrics and security
- Select Google Play systems and make sure it is up to date
- On same page, select security update and make sure up to date

Powering off the Phone
- Unpair hearing aids from phone
- Clear data on Thrive app
    - Settings > Apps > Thrive > Storage > Clear Data
    - Or hold down Thrive App Info > Force Stop > Clear Cache
- Power off the phone (do not reset the phone, turn the phone off and leave it off for two minutes)
- Put hearing aids in charger or power off
- Make sure ALL other Bluetooth phones are off in the room
- Power on phone and hearing aids
- Launch thrive and go through the in-app pairing process and see if issue is resolved

If the above steps do not resolve the issue, please try the following:

Clearing Bluetooth Cache
- Un-pair HA from phone
- Power off phone for at least 2 minutes
- Power phone on
- Click on Settings
- Select All Apps
- Select Show System Apps (may be located via 3 dots on top right)
- Select Bluetooth
- Select Storage
- Clear cache (or data- NOTE: may have to re-pair other BT devices)
- Power off/power on phone (leave off for at least two minutes)
- Pair the HA back up to the phone (I would use thrive to pair them)

If none of the above resolve the issue, please reset both devices to factory settings within Inspire and start with a fresh fit – then attempt to re-pair the aids to phone.

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Common Troubleshooting/FAQs

To access quicktips for these common issues below, please follow this link

- Fall Alerts
- Telehear
- 2-Way Audio
- Thrive Assistant

How do I get the app out of Demo Mode?

- We recommend if the app keeps defaulting to Demo mode, it may be worthwhile to delete the app, and follow the repairing steps as suggested above.
- Otherwise, Demo mode can be toggled in the Thrive Settings.

Why can't I adjust the sliders in the Thrive App for "Use in Speech" or "Use in Wind"?
It seems I can only turn it to maximum or minimum?

- These reflect the Sound Manager settings that are available within the hearing aid settings.
- If the hearing aid technology level only has sound manager settings that can be turned on and off, then this will happen.
- If the hearing aid technology level has multiple levels of sound manager settings (i.e. 1/2/3/4), then the slider will be "adjustable" in the Thrive App.

My Thrive app is missing some features

- Is the app in basic or advanced mode?
- To toggle this: Thrive Settings > App Settings > Advanced Mode