

Thrive Hearing Control App Frequently Asked Questions For Android



1. How do I download the Thrive Hearing Control Application?

You must have a Google Play™ Store account to download the Thrive Hearing Control 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.

- Once a Google Play Store account is set up, open the Play Store
- Search for the Thrive Hearing Control app
- Select Install



2. How do I pair my hearing aids to my Android device?

To pair the hearing aids and Android™ smartphone:

- Launch the Thrive App
- After searching, available hearing aids will display on the screen
- Check the box next to the hearing aids and select Connect

NOTE: Pairing can also be completed through the Bluetooth® menu of the Android smartphone if preferred.

3. How do I disconnect my hearing aids from my device?

- a. Open **Settings > Bluetooth**, then tap the gear wheel next to each hearing aid.
- b. In the next window, select **Unpair** or Forget.

4. How do I know if both my right and left hearing aids are paired?

- a. Open **Settings > Bluetooth**.
- b. Review the Paired Devices section of that screen. You will see two entries for your hearing aids if both are paired.

5. Where on my device can I find the model number and Android version?

Open **Settings > About Phone**.



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6. Can I download the Thrive Hearing Control app from Amazon Apps & Games?

No. Google Play is free to use for all Android users and is the standard platform for downloading apps on Android devices.

7. The Thrive app will not find my hearing aids even though both are paired to my Android device. How do I fix this?

There are times when the Thrive app will not sync with the hearing aids on an Android device. When one or both hearing aids are not connecting correctly, it is best to start over. You can do this by uninstalling the hearing aids from the device's Bluetooth setting and deleting the App Data from the Thrive app.

a. To delete App Data from the Thrive app:

- Locate then open **Settings > Applications or Apps > Applications manager**
- Select **Thrive**, then **Clear Data**

After pairing your hearing aids once again and opening the Thrive app, you will be prompted to select the boxes to the right of the hearing aids, then tap **Connect**.

8. I can see the Thrive app in the Google Play store on my Samsung Galaxy S[®]9, but not on my spouse's Motorola[™] Droid[®] Maxx. Why is this?

We are constantly evaluating Android products and their compatibility with our hearing aids. Due to the complex nature of the Android platform and many different types of products utilizing this platform, we test each product separately and will provide compatibility information as we complete our rigorous testing.

9. When will Thrive be available for my Windows[®] device?

There are no current plans to make our apps compatible with Windows devices.

10. Where can I find a list of Android devices and operating system versions on which the Thrive app is supported?

Please refer to starkey.com/thrive-hearing for the **Smartphone Compatibility** page.

11. My Android device is not included on the Android compatibility list. Are there plans to publish a list of devices that are incompatible with the Thrive app?

No, we do not plan to publish a list of devices that are incompatible with the Thrive app. There are hundreds of device models spread among dozens of manufacturers; we will continue to publish a list of supported devices/Android operating systems on the Smartphone Compatibility page. However, do feel free to inquire by calling us at (800) 721-3573.

12. Where can I get a user guide for the Thrive app for my Android device?

For your convenience, an overview of each screen/feature is available in the Thrive app. Each section shows the screen details and describes each function:

- a. Tap on the menu icon on top left and choose **Settings**.
- b. Select **User Guide**.

13. Why does my Android device find only one of my hearing aids and not the other? How do I fix this?

A possible cause for this is a weak battery. Try inserting a new battery in the affected hearing aid.

14. Do I need to disconnect and re-pair my hearing aids from and to my Android device after I upgrade to a newer operating system?

No, you should not have to do this.

15. I tried to edit a hearing aid memory in my Thrive app and got a message to enable Location Services. How do I do this?

If you are receiving this message whenever you go to edit a memory, you most likely have the location service in Battery Saving mode. To fix this:

- a. Open **Settings > Location**.
- b. Select **Mode**, then **High Accuracy**.

16. If I cannot stream directly from my Android device to my hearing aids using the Thrive app, then what can I do?

With an Android device, the Thrive app allows you to change memories and hearing aid volume, create additional memories customized to specific environments and geotag automatic custom memories. It is possible to stream between our hearing aids and an Android device through an accessory called the Starkey Remote Microphone +. Contact your hearing professional for a list of Android phones with direct streaming capabilities.

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