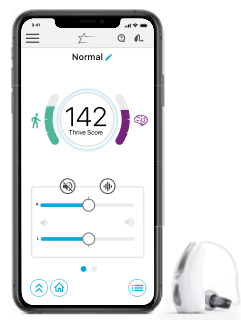


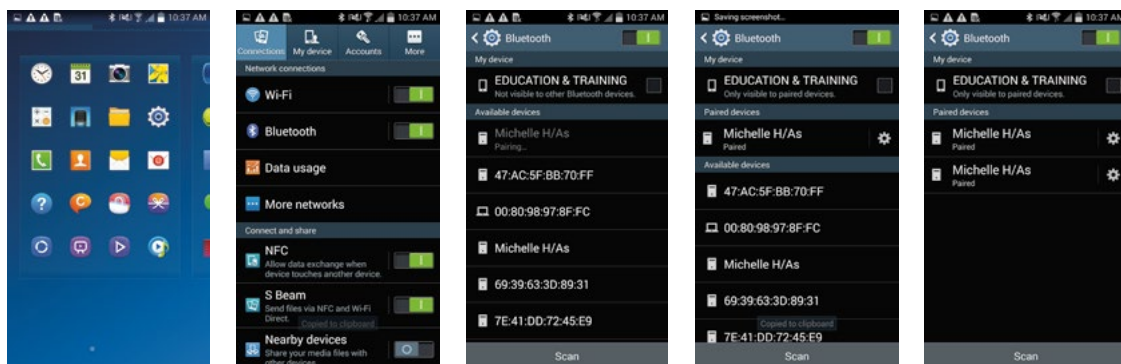
Thrive for Android Frequently Asked Questions



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

In order to use the Thrive™ Hearing Control app, you must first pair your hearing aids with your device. Restart your hearing aids (by opening and closing the battery door), and then follow the instructions below to pair the hearing aids to your device. **NOTE:** Hearing aids must be powered on to pair with your device.

- a. Locate, then tap the **Settings icon** on your device.
- b. Select **Bluetooth**.
- c. In this screen, if Bluetooth® appears **Off**, change the settings to **On**. Then, turn off/on your hearing aids (this puts your hearing aids into pairing mode).
- d. Under **Available Devices**, you will see your first name followed by H/As (hearing aids) (e.g, Michelle H/As) when the device first discovers the hearing aids. If your name does not appear in the Available Devices list within 5-7 seconds, tap **Search For Devices** or alternatively, turn the Bluetooth off and back on again to cause it to search.
- e. Tap the **Hearing Aid Name** to connect each hearing aid to the device.
- f. Pairing is complete.

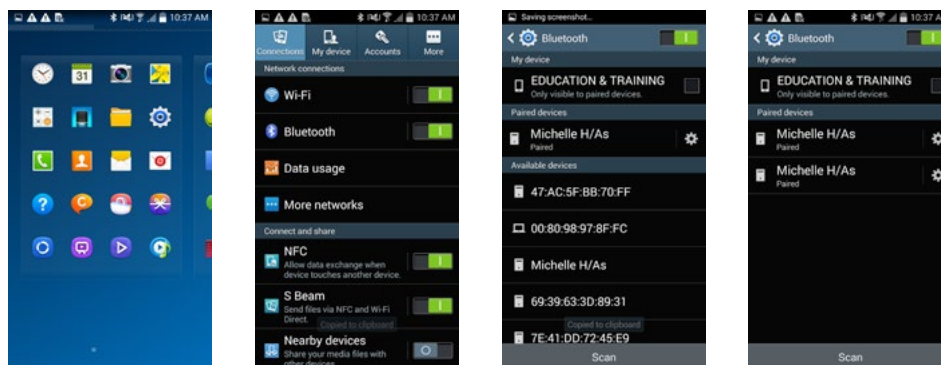


2. How do I disconnect my hearing aids from my device?

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

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

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



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

Open **Settings > About Phone**.

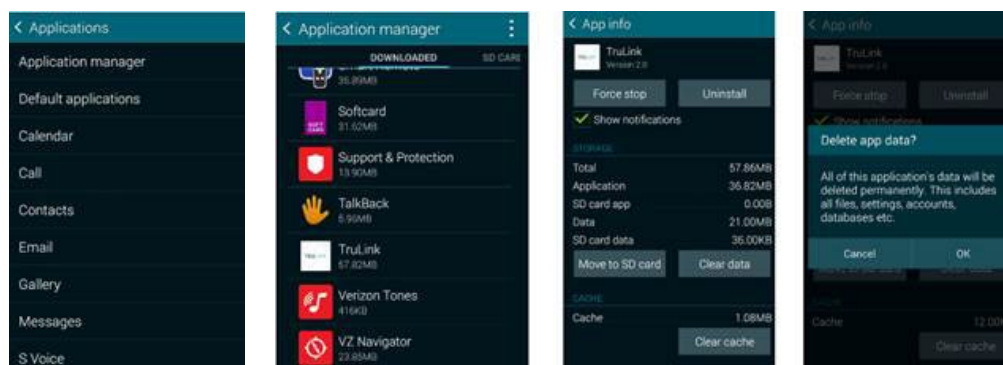
5. Can I download the Thrive Hearing Control app from Amazon® Apps & Games?

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

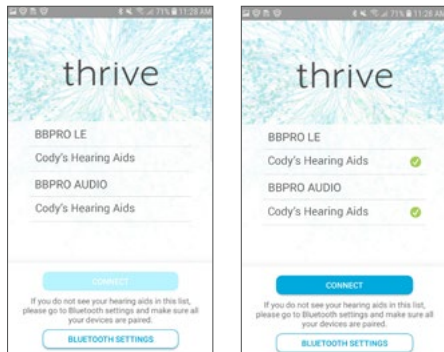
6. The Thrive app will not find my hearing aids even though both are paired to my Android device. How do I fix this?

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® and deleting the App Data from the Thrive app.

- 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**.



7. I can see the Thrive app in the Google Play store on my Samsung Galaxy S®8, 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.

8. When will Thrive be available for my Windows® device?

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

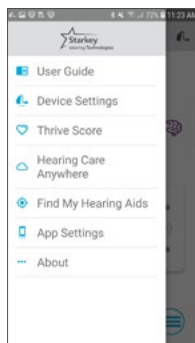
9. Where can I find a list of Android devices and operating system versions on which the Thrive app is supported?

Please refer to the **Smartphone Compatibility** page.

10. Where can I get a printed user manual for the Thrive app for my Android device?

For your convenience, we have included a user manual inside the Thrive app:

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



11. 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.

12. 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.

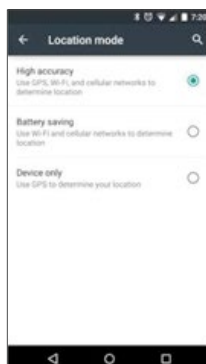
13. My Android device is not included on the Android compatibility list. Are there plans to publish a list of devices that are incompatible with the Thrive app?

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.

14. 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**.



15. 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® Hearing Technologies Remote Microphone.

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