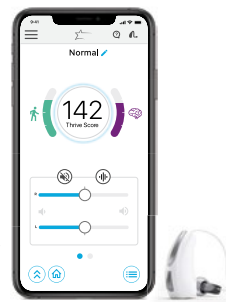


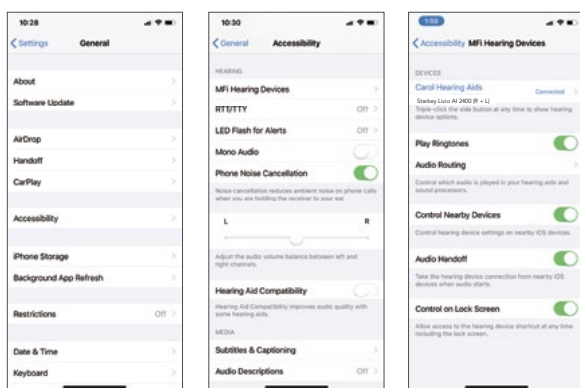
# Thrive for Apple Frequently Asked Questions



## 1. What is the difference between paired and connected versus paired and not connected?

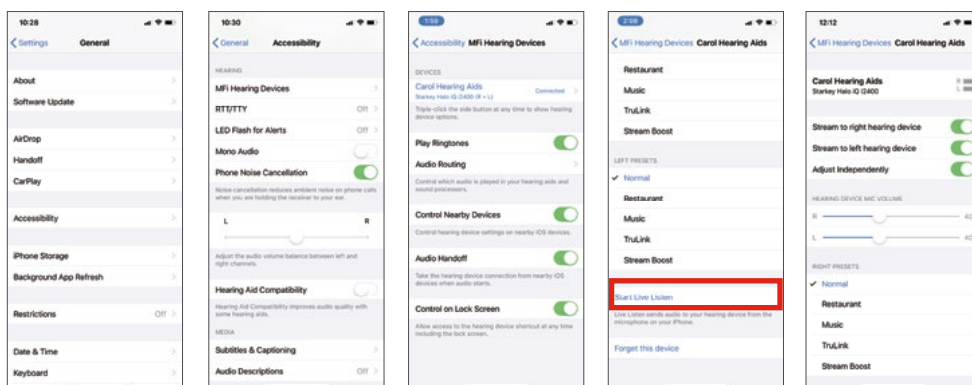
a. How do I know if my hearing aids are paired?

- Select **Settings > General > Accessibility > MFi Hearing Devices**.
- If the Hearing Aid Name appears in blue font, then you are paired but not necessarily connected to the Apple® device. To the right of the Hearing Aid Name it will say **Connected** or **Not Connected** to show the current state



b. How do I know if my hearing aids are connected?

- Open the Apple device controls by triple-clicking the Home button or by navigating to **Settings > General > Accessibility > MFi Hearing Devices**.
- **Connected** will be visible to the right of the hearing aid name.
- Confirm that the option for **Start Live Listen** is available.
- Listen as you make a memory or volume change.

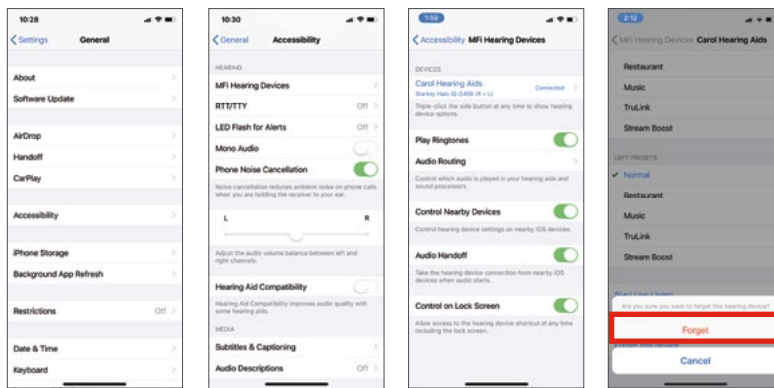


**NOTE:** Simply changing the memory or volume slider without going into Start Live Listen does NOT confirm that the hearing aids are connected. You may be able to visually see a change, but the change may not occur in the hearing aid.

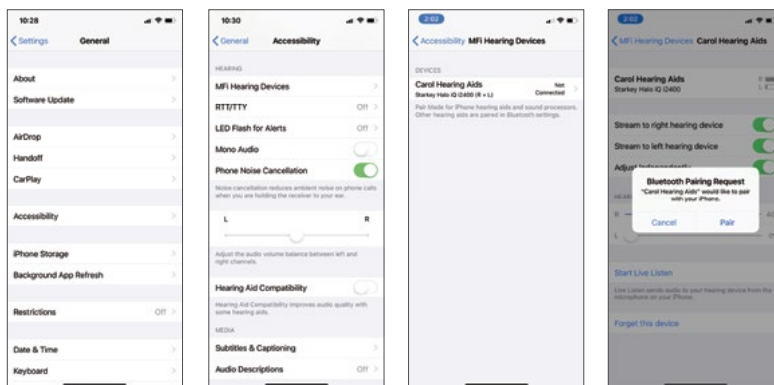
## 2. One of my hearing aids was not found by my Apple device after an iOS update. How do I fix this?

Disconnect the found hearing aid and then re-pair both hearing aids to the Apple device. This communication breakdown could be the result of an iOS update.

- a. To disconnect (Forget this Device) the hearing aids:
  - Select **Settings > General > Accessibility > MFi Hearing Devices**.
  - Tap on the chevron to the right of the Hearing Aid name.
  - Select **Forget** at the bottom of this information screen.



- b. To re-pair the hearing aids:
  - Select **Settings > General > Accessibility**.
  - Open and close battery doors of the hearing aids.
  - Once hearing aids are powered on, select **MFi Hearing Devices**.
  - Tap on Hearing aid Name.
  - Accept **Bluetooth® Pairing Request** for both hearing aids.



## 3. When I go into the Thrive™ Hearing Control app, it just spins and searches for my hearing aids. Why is this?

- a. Verify that batteries in the hearing aids are good (not low) – try Thrive again.
- b. Turn Bluetooth off/on (wait 10 seconds between off/on) – try Thrive again.

- **Settings > Bluetooth**, toggle **Off** to **On**.

c. Open the Apple device controls by triple-clicking on the Home button:

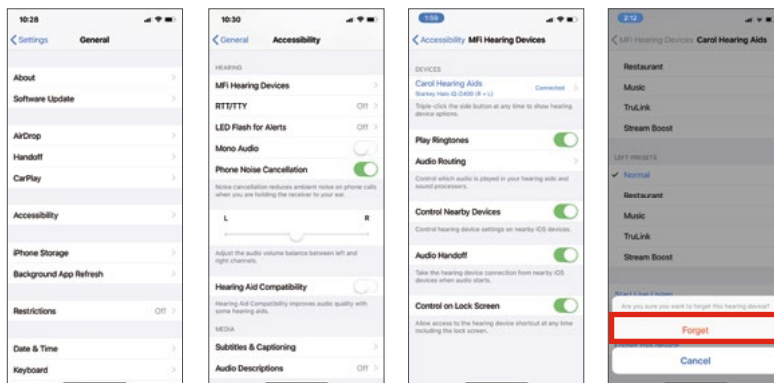
- If volume controls are visible, verify that you can hear a change.
- Verify that the option for **Start Live Listen** is visible.
- If neither of these work, the hearing aids are not connected even though the native controls show up.

d. Connect hearing aids:

- Reboot your Apple device and relaunch the Thrive app.
- If hearing aids still cannot be found, un-pair and re-pair the hearing aids to the Apple device.

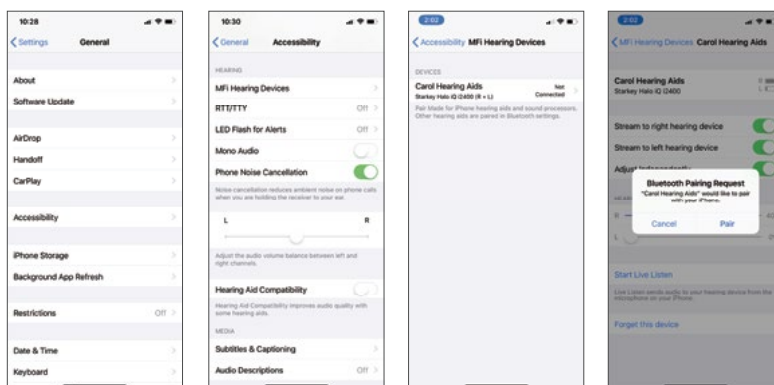
i. To un-pair (Forget this Device) the hearing aids:

- Select **Settings > General > Accessibility > MFi Hearing Devices**.
- Tap on the chevron to the right of the Hearing Aid name.
- Select **Forget** at the bottom of this information screen.



ii. To re-pair the hearing aids:

- Select **Settings > General > Accessibility**.
- Open and close battery doors of the hearing aids.
- Once hearing aids are powered on, select **MFi Hearing Devices**.
- Tap on Hearing Aid Name.
- Accept **Bluetooth Pairing Request** for both hearing aids.



**NOTE:** Connectivity between hearing aids and the Apple device are managed by the Apple device. Thrive asks the Apple device if hearing aids are connected and only works if the Apple device replies with hearing aid information.

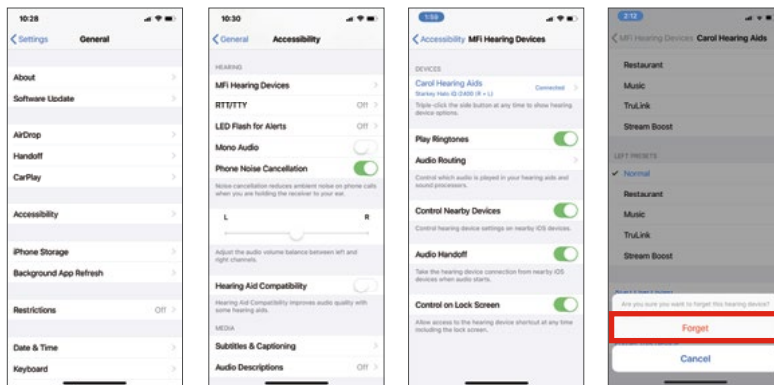
#### 4. My hearing aid(s) just came back from repair/replacement and will not connect with my Apple device. Why is this?

a. After hearing aid service or if a replacement device has been issued:

- It is imperative to read and load previous settings in both hearing aids within the Inspire® programming software. Contact your hearing care professional to make an appointment.
- After your hearing care professional has programmed your hearing aids, you will need to un-pair and re-pair the hearing aids to the Apple device.

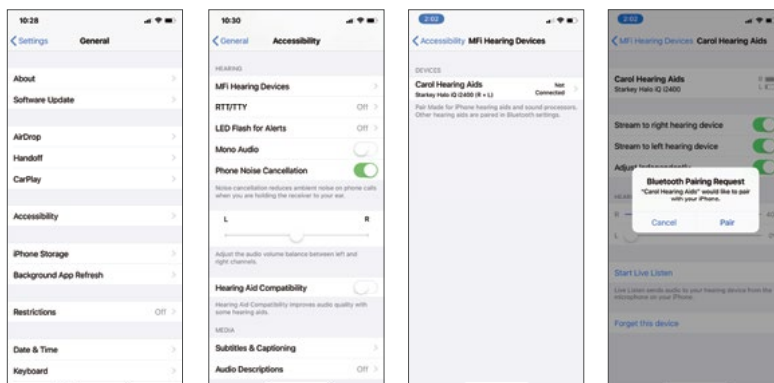
i. To un-pair (Forget this Device) the hearing aids:

- **Select Settings > General > Accessibility > MFi Hearing Devices.**
- Tap on the chevron to the right of the Hearing Aid name.
- Select **Forget** at the bottom of this information screen.



ii. To re-pair the hearing aids again:

- Select **Settings > General > Accessibility.**
- Open and close battery boors of the hearing aids.
- Once hearing aids are powered on select **MFi Hearing Devices.**
- Tap on Hearing Aid Name.
- Accept **Bluetooth Pairing Request** for both hearing aids.



## 5. How do I know if an app is open on my Apple device?

iOS is designed to manage resources with apps constantly multitasking different functions. This occurs in the background.

a. To access your open apps:

- Double-click on the Home button of the Apple device.
- Swipe left to see all apps currently running.
- They will appear as miniature screen pages.
- For iPhones without a home button, swipe up from the bottom and pause your finger in the middle of the screen to then see all open apps appear.



## 6. How do I close an app on my Apple device?

To close any apps that are running in the background:

### ***iPhone® 8 or lower –***

- Double-click the Home button to show your most recently used apps.
- Swipe right or left to find the app you want to close.
- Swipe up on the app's preview to close the app. Press and hold the Top (or Side) button until the slider appears.
- Drag the slider to turn your device completely off.

### ***iPhone X or higher –***

- From the Home screen, swipe up and pause.
- Firmly touch and hold the app, then tap . You can also swipe up to close the app as soon as you see .

## 7. How can I change the audio/phone call to not stream to my hearing aids?

You can set a default for audio routing to your hearing aids. Options are Always Hearing Devices, Never Hearing Devices, and Automatic. The Reset button within the Thrive app clears all settings and returns Thrive to a new install state.

- a. Tap **Settings > General > Accessibility > MFi Hearing Devices > Audio Routing**.
- b. Choose the default route for audio from phone calls or media audio.

## 8. What is the Reset button in the Thrive app settings?

Reset takes the app back to “initial install”—clearing all patient data from the app.

**NOTE:** If you have created a cloud account, you can still retrieve your custom memories.

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## 9. What is the Demo Mode setting in the Thrive app?

Demo Mode allows you to experience the features and functions in the Thrive app without having any hearing aids connected. Demo Mode will show the most fully featured hearing aid available.

## 10. How do I pair my hearing aids in the Thrive app?

- a. Hearing aids are NOT paired in the Thrive app. Hearing aids must be paired within Settings of the Apple device:
  - Select **Settings > General > Accessibility**.
  - Open and close battery doors of the hearing aids.
  - Once hearing aids are powered on select **MFi Hearing Devices**.
  - Tap on Hearing aid Name.
  - Accept **Bluetooth Pairing Request** for both hearing aids.
- b. Once the hearing aids have been paired and connected to the Apple device, the Thrive app will recognize and be able to control the hearing aids.

## 11. How can I learn more about other functions of my Apple device?

- To learn more about functionality of your Apple device, please contact Apple Support, online: <http://www.apple.com/support/contact/>
- Or by phone:
  - 1-800-MY-IPHONE (1-800-694-7466)
  - 1-877-204-3930 (for vision/hearing impaired)
- You can also visit your local Apple Store. Apple Store locations provide workshops and reservations for their Genius Bar service assistance. Find a list of Apple stores here: <http://www.apple.com/retail/storelist/>

## 12. How does automatic car memory or geotagging work?

- a. For automatic car memory or geotag changes, Thrive relies upon iOS location services that are running native on the Apple device.
  - b. These services simply alert Thrive if the user is moving at great enough speed or has crossed a geotag boundary.
  - c. The Apple device may at times delay or even temporarily shut off these services if it needs to conserve power or process other things.
  - d. Location services uses several technologies in the Apple device that are all unique and not connected but can complement each other to determine locations and speed. These are:
    - GPS (Global Positioning Satellites).
    - Wi-Fi (Wi-Fi routers can provide physical location information).
    - Cellular Signal for iPhone (used to triangulate physical location by relation to cellular towers).
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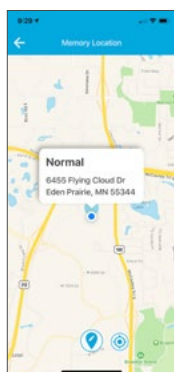
### 13. How does the Automatic Car feature work?

- In newer iPhones (iPhone 6 and above), the Thrive app uses Apple's Motion and Activity sensor. This allows Thrive to use iPhone functionality to determine when the phone is traveling 10 miles per hour or faster, switching the hearing aids to the Car Memory quickly and accurately.

**NOTE:** Automatic Car feature does need to be ON in the Thrive app for this feature to engage.

### 14. How does the geotagging feature work?

Geotagging a memory to a location on the map has Thrive instruct iOS to monitor that location with a 100 meter "geo-fence." When the Apple device crosses that "geo-fence" iOS alerts Thrive, and Thrive commands the hearing aid to change to the correct memory. Only one geotag can be assigned to a memory.



**NOTE:** The location services used for geotagging are not shut down by iOS and will work with Thrive in the background. If the Apple device is doing any significant processing, has poor cellular reception, or has difficulty gaining a GPS signal, this alert could be delayed until iOS recognizes the crossing of the "geo-fence."

### 15. How can the font and/or formatting of the text within the app be increased in size?

Thrive was developed to support dynamic text, which means that it will increase in size based on the font size settings in the Apple device.

- To view Thrive app with larger font:
  - Select the **Settings** (on your Apple device) > **Display & Brightness** > **Text Size**.
  - Drag your finger to the right to enlarge text.
- To view Thrive with bold text:
  - **Display & Brightness** > **Bold Text** (swipe right to enable).
  - It will ask permission to restart your Apple device.

### 16. Why does the Thrive microphone not work?

Upon first-time access to the microphone screen within the Thrive app, it prompts the user for access to this microphone feature. If the user selects no, the Thrive microphone will not work.

- To enable microphone access:
  - Select **Settings** > **Privacy** > **Microphone** > **Thrive**.

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## 17. How do I get my hearing aids not to stream when I go in to Facebook or other programs like it?

Within the Facebook app, turn off auto play for video and photos.

## 18. How do I reduce battery drain on my Apple device?

- a. Try reducing the brightness setting. See Apple's recommendations: <https://www.apple.com/batteries/maximizing-performance/#ios>
- b. Additional options:
  - Turn off auto play features.
  - Turn off location services (only if car memory and/or geotags are not being used).
  - Recommend additional battery packs.

## 19. Can my Apple device ring into my hearing aids?

With iOS 9.0 or later, you can now set a default for audio routed directly to your hearing aids. Options are Always, Never or Automatic.

- a. Tap **Settings > General > Accessibility > MFi Hearing Devices > Audio Routing**.
- b. Choose the default route for audio from phone calls or media audio.

## 20. How can StreamBoost™ be disabled?

- a. Turn off auto-streaming in **Settings > Device Settings > Auto Streaming** and toggle to off in the Thrive app.

## 21. What is the difference between the Advanced and Basic modes in the Thrive app?

The Basic mode offers Home screen for Volume Control and Memory change, Customize with Equalizer for adjusting custom memories. Basic mode does not support Remote Programming, the Thrive Score or any custom adjustments beyond the Equalizer.

## 22. What is the Custom Memory in the Thrive app?

It is a placeholder for a memory you can create yourself. It is based on the Normal memory plus Equalizer changes you have made. If several custom memories have been created, Thrive will show the last custom memory accessed when Custom is chosen.

## 23. Is there an indicator for the Custom memory?

Yes, it is a musical tone; there is currently no speech indicator for a Custom memory.

## 24. Does the Thrive score refresh every day?

Yes, both the Brain and Body scores start at zero each day.

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## 25. How is the Brain Score calculated?

The Brain Score uses Data Log information from the hearing aids to measure and display hours of daily use, social engagement and active listening.

## 26. How long is the history of the Brain/Body score?

History will be saved back to the day you started wearing your hearing aids.

## 27. How often is the Thrive score updated?

When Thrive is open in the background on your phone (recommended), it will query the hearing aids every 20 minutes to get the most recent data for Brain and Body scores. When Thrive is open in the foreground, it will query the hearing aids every 20 seconds.

## 28. What is the difference between Activity and Move in the Body score?

**Activity** refers to any steps that occur at more than a standard walking pace, for example running, etc. The goal can be customized and the default is 30 minutes of vigorous activity per day.

**Move** is a measure of how many times you get up and move around for at least a minute per hour. This goal can be customized and the default is 12 times per day.

## 29. Am I required to create a cloud account in order to use Thrive?

A cloud account is not required to use Thrive. The Hearing Care Anywhere™ account allows you to back up and restore your hearing aid settings in the cloud. It also allows you to make Remote Programming requests to your professional if they have set up this service for you through your hearing aids.

## 30. How often is data sent to the cloud account from the Thrive app?

Every time you make a change to your hearing aids or create a new custom memory, the cloud is updated. As soon as your phone is connected to a network, there is real-time synchronization.

## 31. Can I use the Translate, Transcribe and Thrive™ Virtual Assistant feature without being connected to the internet?

An internet connection is required.

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