

Hearing Care Anywhere Help Requests

Hearing Care Anywhere is Starkey's remote programming feature that allows you to request hearing aid adjustments from your hearing professional through the Thrive Hearing Control app.

Use this guide to submit a Help Request after your hearing professional has enabled remote programming in your hearing aids, a cloud account has been established, and the remote programming code has been entered into the Thrive app.

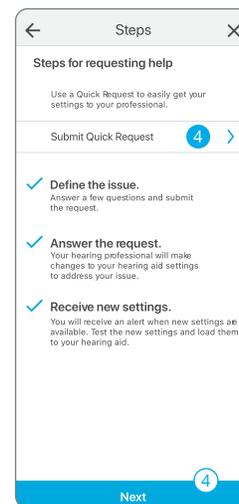
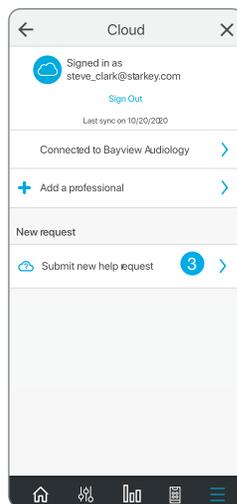
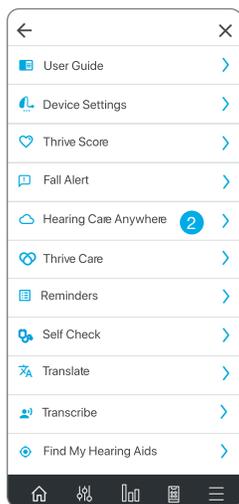
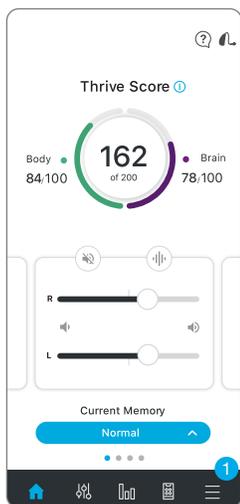
System Requirements

- 2.4 GHz Thrive platform hearing aids
- Smart mobile device
- Thrive Hearing Control app
- Internet connection

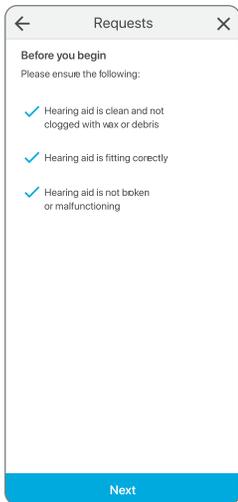
Sending a Help Request

Launch the Thrive Hearing Control application.

- 1 Tap the Settings Menu icon on the Navigation Bar
- 2 Select **Hearing Care Anywhere**
- 3 Select **Submit new Help Request**
- 4 Tap **Submit Quick Request** to easily send your settings to your hearing professional or select **Next** to submit a new Help Request.



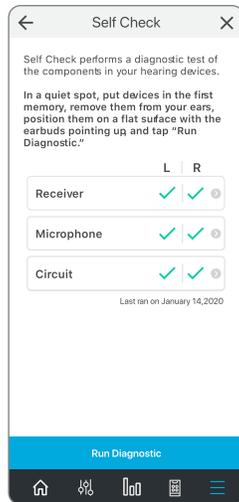
Sending a Help Request (Continued)



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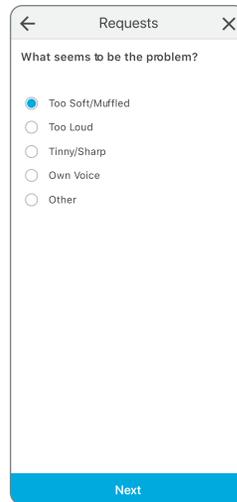
Verify the integrity of the hearing aids as indicated.

Select Next.



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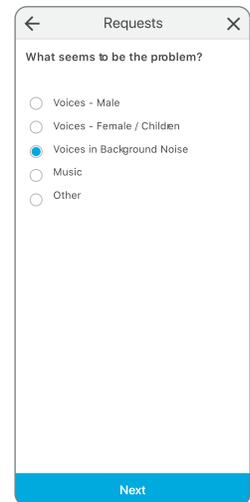
Tap **Run Diagnostic** to complete Self Check.



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Select the primary issue.

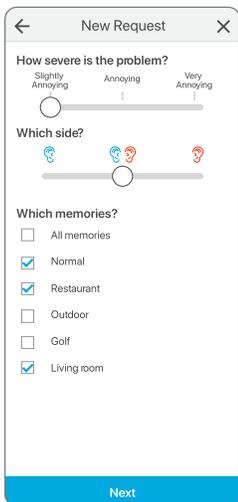
Select Next.



8

Select when you notice the problem.

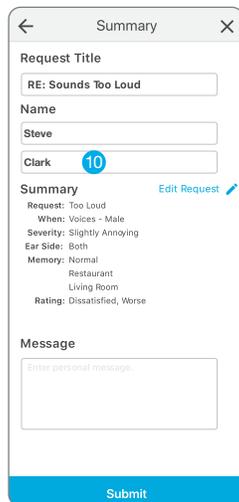
Select Next.



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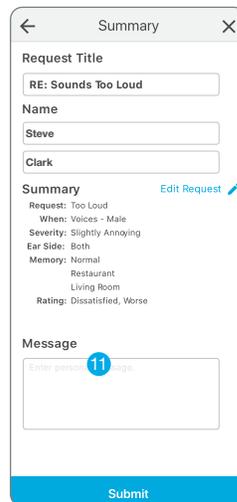
Define the severity of the problem. Select whether the problem is with both hearing aids or only the right (red icon) or left (blue icon). Select the memories in which the problem occurs.

Select Next.



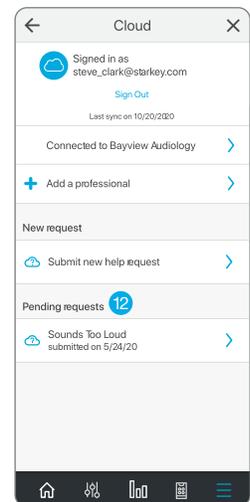
10

Enter your full name; this is only required the first time the feature is used. After the first Help Request is submitted, your name will be remembered.



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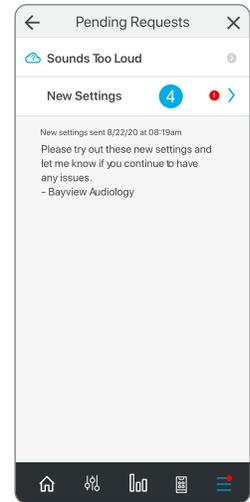
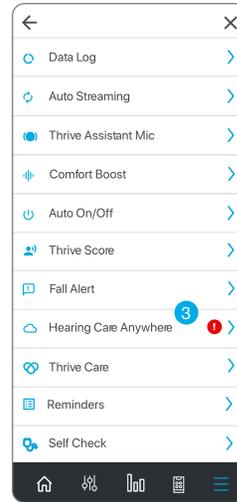
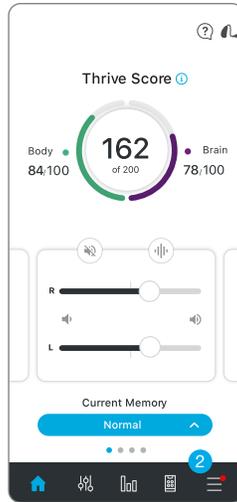
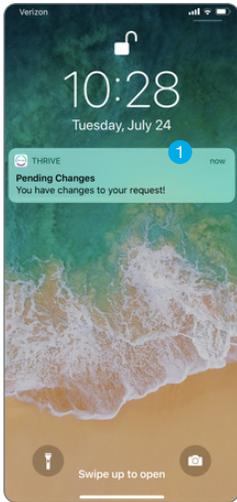
Add a message to your hearing professional if desired. Select **Submit** to send the Help Request and then select **Done** on the Success Screen.



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Once submitted, your request will display under Pending Requests

Receiving Adjustments from your Hearing Professional



1

If notifications are enabled, a banner will appear on the lock screen indicating that new settings are available. Open the Thrive app via the banner notification or launch it from the icon on your smart device.

2

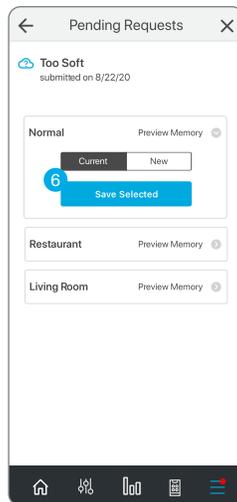
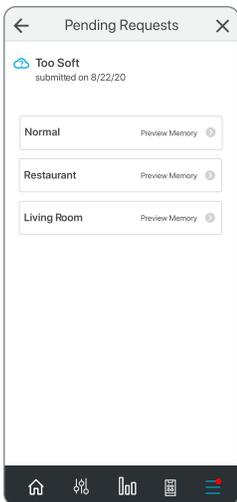
Tap on the Settings Menu icon on the Navigation Bar. You will see a red dot indicating new settings are available.

3

Select **Hearing Care Anywhere**

4

Tap the name of the Help Request under Pending Requests. Select **New Settings**.



5

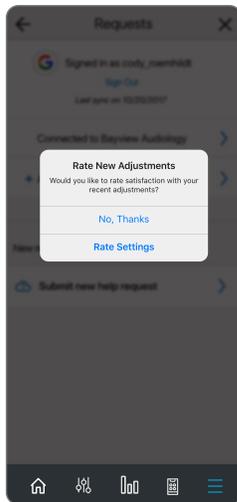
Select a memory to preview.

6

Toggle between current and new settings to determine which are optimal. It is important to compare the settings in applicable environments to determine the best sound quality. There is no time limit imposed on comparing new settings to current settings. Choose **Save Selected** to permanently save the settings highlighted in the white box.

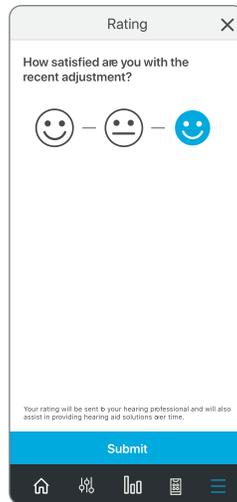
NOTE: You must save the "Current" or "New" settings for all memories listed before a new Help Request may be submitted.

Satisfaction Ratings



1

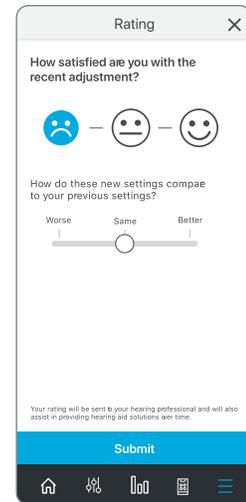
After saving all settings, you will be asked if you would like to rate your satisfaction with the recent adjustments.



2

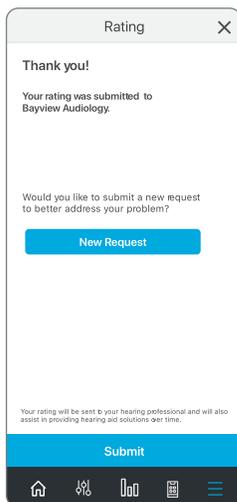
If you elect to "Rate Settings", you will receive a one-time prompt to indicate how satisfied you are. There are three response options:

- Dissatisfied
- Not Yet Satisfied
- Satisfied



3

If you choose Not Yet Satisfied or Dissatisfied, you will be prompted to indicate if the new settings are better, the same or worse.



4

You will receive a thank you for submitting your rating and will have the option to submit a new request for assistance with the same problem. **New Request** is selected, you will be prompted to edit the original Help Request and resubmit to your hearing professional.