

# Quick Start Guide

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Congratulations on your  
journey to better hearing

livio™



At Starkey, we believe that to hear better is to live better.

**Livio™** hearing aids help you stay connected to the people and things you love most.

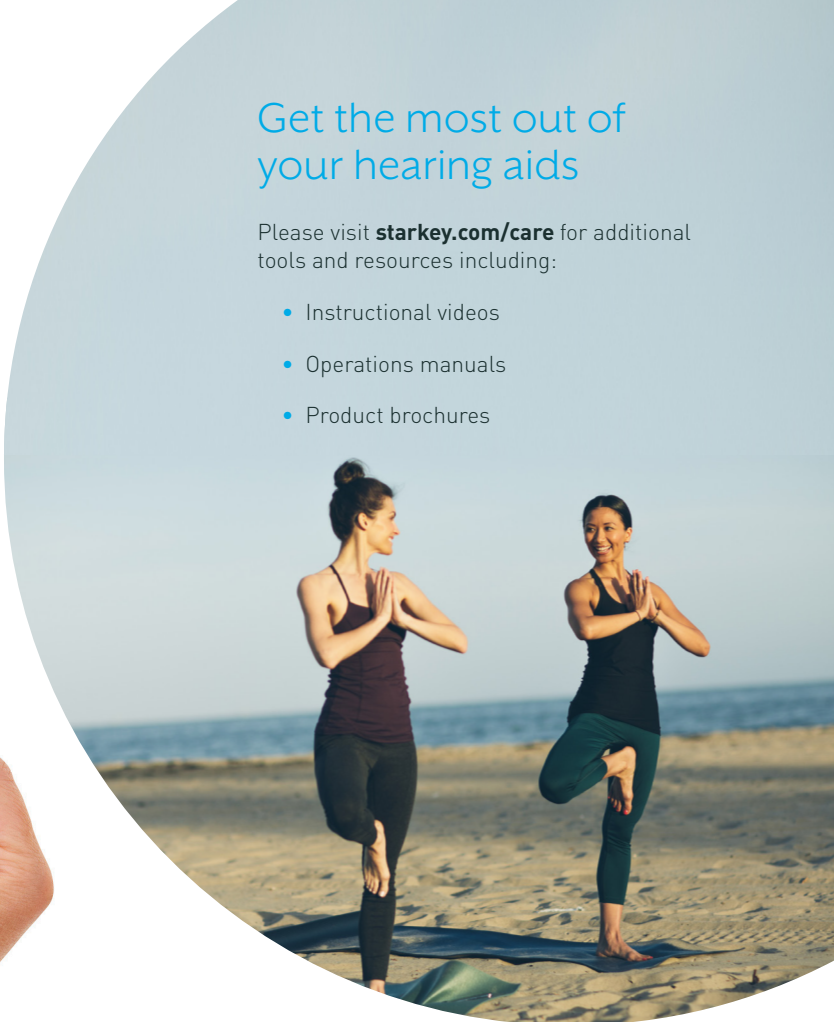
**Livio** offers Starkey®'s most advanced technology with supreme sound quality and features, customizable to fit your unique hearing needs.



## Get the most out of your hearing aids

Please visit [starkey.com/care](https://starkey.com/care) for additional tools and resources including:

- Instructional videos
- Operations manuals
- Product brochures



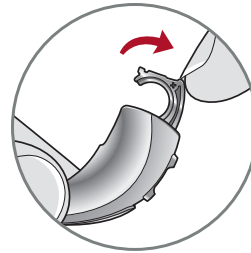
# Batteries

Your hearing aid uses a battery as its power source.

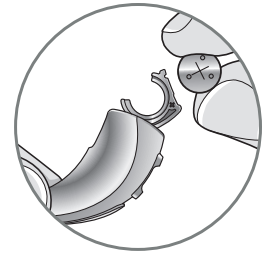
To insert or replace the battery:

1. Use the finger pick on the battery door.
2. Open the battery door gently and remove the old battery.
3. Remove the colored tab from the new battery. Wait 3-5 minutes after removing tab before inserting battery.
4. Insert into the battery door, "+" side up.
5. Close the battery door.

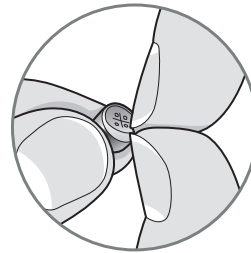
- NEVER FORCE THE BATTERY DOOR SHUT. This could result in serious damage. If the door will not close securely, check that the battery is inserted correctly.
- Do not open the battery door too far or damage is likely to occur.
- Dispose of used batteries immediately in the proper waste or recycling container.



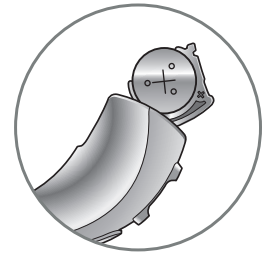
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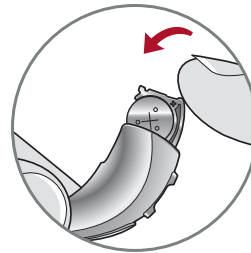
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## Battery Indicators

An indicator will sound when the battery voltage is low. You have approximately 30 minutes\* to replace the battery. An indicator may also sound just before the battery stops working.

## Power On & Off

### TO TURN ON:

Insert a battery and completely close the battery door. Your hearing aid has a power-on delay which may require a few seconds. You may hear a tone indicating that your hearing aid is powered on.

### TO TURN OFF:

Open the battery door until the battery is no longer touching the battery contacts.

## Hearing Aid Care

Keep your hearing aid clean. Heat, moisture and foreign substances can result in poor performance.

*\*Actual time between low battery indicator and shutdown will vary depending on environmental noise levels and brand of battery used.*

- Use a cleaning brush or soft cloth to clean debris from around the user control, microphone and battery compartment.
- Inspect the receiver, earbud and wax guard regularly.
- Never use water, solvents, cleaning fluids or oil to clean your hearing aid.

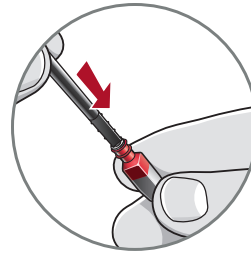
## Helpful Hints

- When not wearing your hearing aid, open the battery door to allow any moisture to evaporate.
- Do not take apart your hearing aids or insert the cleaning tools inside them.
- When not in use, place your hearing aid in the storage container and store:
  - In a dry, safe place
  - Away from direct sunlight and heat to avoid extreme temperatures
  - Where you can easily find them
  - Safely out of reach from children and pets

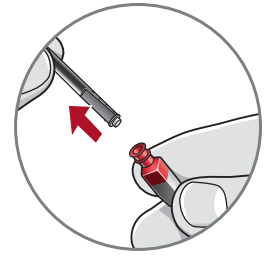
# Hear Clear™ Receiver Wax Guards

RIC hearing aids integrate disposable Hear Clear earwax protection. The innovative wax guards prevent earwax accumulation in the hearing aid receiver. When you need to replace your wax guards, please follow the instructions below.

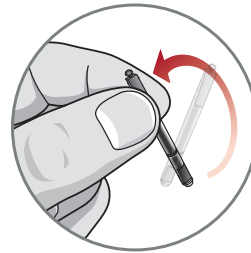
1. Insert yellow end of the application stick into used wax guard in hearing aid.
2. Pull outward on stick to remove used wax guard.
3. Use opposite end of stick to firmly insert clean wax guard into hearing aid.
4. Pull outward to remove stick and discard.



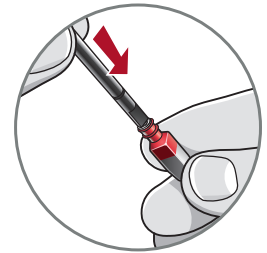
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# Connecting Your Hearing Aids to Your Apple Device

Follow the instructions below to connect your hearing aids to your Apple® device. If your hearing aids ever lose connection to your device, follow the instructions below to reconnect.

1. Ensure Bluetooth® is enabled on your iOS device. Within the **Settings** menu go to **Bluetooth** and toggle to **On**.
2. Return to the Settings menu and tap **General** > **Accessibility** > **MFi Hearing Devices**.
3. While the iOS device searches for your hearing aids, open and close the battery door on your hearing aids. This puts the hearing aids in pairing mode.
  - You will see your hearing aid name (e.g. “Chris Hearing Aids”) when the iOS device first discovers your hearing aids.
  - If your hearing aid name does not appear in the “Devices” list within 5-7 seconds, tap **Accessibility** in the upper left corner, then tap **MFi Hearing Devices**.
4. Tap on your hearing aid name to connect your hearing aids to the iOS device.
5. You will see two pairing requests (one for each hearing aid). Select **Pair** for each request. These requests may be several seconds apart.
6. When pairing is complete, your hearing aid name will change from black to blue.

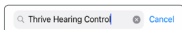
## Download the Thrive Hearing Control App for Apple Devices

The Thrive™ Hearing Control app makes it easy to control and adjust your hearing aids with your compatible Apple device. Downloading the app is easy; follow the step-by-step instructions below.

**Step One:** On a compatible Apple device, go into the “App Store.”



**Step Two:** In the search box at the top of the App Store, search for “Thrive Hearing Control.”



**Step Three:** Tap “FREE” to download the app to your device.



**Step Four:** Once the app has installed, open the Thrive Hearing Control app from your home screen.



*NOTE: Hearing aids may need to be reconnected with the Apple device when an update to iOS is made.*

Visit [starkey.com/thrive-hearing](http://starkey.com/thrive-hearing) for compatibility information.

## Connecting Your Hearing Aids to Your Android Device

Follow the instructions below to connect your hearing aids to your Android smartphone. If your hearing aids ever lose connection to your device, follow the instructions below to reconnect.

1. Locate, then tap the **Settings icon** on your device.
2. Select **Bluetooth**. In this screen, if Bluetooth appears Off, change the settings to **On**.
3. While the Android device searches for your hearing aids, open and close the battery door on your hearing aids. This puts your hearing aids into pairing mode.
4. Under Available Devices, you will see your first name followed by hearing aid (e.g. “Michelle H/As”) when the device first discovers your hearing aids.
  - If your name does not appear in the Available Devices list within 5-7 seconds, tap **Scan For Devices**.
5. Tap the hearing aid name to connect each hearing aid to the device.
6. Pairing is complete

# Download the Thrive Hearing Control App for Android Devices

The Thrive Hearing Control app makes it easy to control and adjust your hearing aids with your compatible Android™ device. Downloading the app is easy; follow the step-by-step instructions below.

**Step One:** On a compatible Android device, go into the “Google play” store.



**Step Two:** In the search box at the top of the store, search for “Thrive Hearing Control.”



**Step Three:** Tap “FREE” to download the app to your device.



**Step Four:** Open the Thrive Hearing Control app by tapping on its icon.



Visit [starkey.com/thrive-hearing](http://starkey.com/thrive-hearing) for compatibility information.

Your **Thrive Hearing Control App User Guide** is a great resource for getting the best performance from your Livio hearing aids and Thrive app. Refer to your guide to find out more about these and other features:



- Automatic and custom memories
- Geotags
- SoundSpace
- Tinnitus management
- Find My Hearing Aids
- Alerts





## Hearing Aid Information

Hearing aid model: \_\_\_\_\_

Serial number: R \_\_\_\_\_ L \_\_\_\_\_

Warranty expiration date: \_\_\_\_\_

Battery size: \_\_\_\_\_

Memory settings, if applicable: \_\_\_\_\_

Memory #	Environment/ Listening Situation	Beep/Indicator
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\_\_\_\_\_

\_\_\_\_\_

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Special instructions: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Hearing professional: \_\_\_\_\_

## Limited Warranty

This Limited Warranty provided by Starkey, to you, the original purchaser of a Starkey hearing aid, covers your new hearing aid when sold by a hearing professional authorized by Starkey. The duration of this Limited Warranty begins when you first take delivery of your hearing aid from an authorized hearing professional and ends thirty-six (36) or twenty-four (24) months later (“warranty period”):

**36 months:** Livio 2400

**24 months:** Livio 2000, Livio 1600

### Limitation on Duration of Implied Warranties

IMPLIED WARRANTIES, IF ANY, ARISING BY WAY OF STATE LAW, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND/OR ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. There is no warranty of any nature made by Starkey beyond this Limited Warranty. No person has authority to enlarge, amend, or modify this Limited Warranty. Starkey is not responsible for any undertaking, representation, or warranty (written, express, or implied) made by any hearing professional or other person beyond those expressly set forth in this Limited Warranty.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

## What this Limited Warranty Covers

This Limited Warranty covers only a “defect” in the workmanship performed and/or materials used to manufacture your hearing aid.

“Defect” means the failure of the workmanship performed and/or materials used to conform the hearing aid to Starkey’s design and manufacturing specifications and tolerances.

Your hearing professional may have issued a warranty or service plan that goes beyond the provisions of this Limited Warranty. Please contact him or her for further information.

Starkey will either replace the hearing aid or repair any covered defect in your hearing aid, provided that you deliver your hearing aid to one of Starkey’s authorized hearing professionals and notify the hearing professional of the defect during the warranty period and within thirty (30) days of discovering the defect. There will be no cost to you for Starkey’s repair or replacement of the aid itself, but the hearing professional may charge a fee for services he or she provides. Performance of warranty repairs on your hearing aid shall not extend the duration of the warranty period. Any repairs performed on your hearing aid after the warranty period has expired shall be considered “good will” repairs, which shall not alter the terms of this Limited Warranty.

## How to Obtain Warranty Service

Deliver your hearing aid (at your expense) to the Starkey authorized hearing professional from whom you purchased it. If that professional is unavailable, visit [www.starkey.com](http://www.starkey.com) or call the toll-free telephone number on the back of the Operations Manual to locate another authorized Starkey hearing professional.

## What this Limited Warranty Does Not Cover

Batteries, earmolds, accessories, or damage to your hearing aid caused by misuse or neglect, accident, unauthorized alteration, or failure to provide reasonable and necessary maintenance and cleaning.

## Disclaimer of Consequential and Incidental Damages

THE PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM STARKEY ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM ANY DEFECT IN THE HEARING AID, INCLUDING BY WAY OF EXAMPLE ONLY, EXPENSES TO DELIVER THE HEARING AID TO AN AUTHORIZED HEARING PROFESSIONAL, HOTEL ROOMS, OR LOST WAGES. THIS EXCLUSION AND DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL BE DEEMED INDEPENDENT OF, AND SHALL SURVIVE, ANY FAILURE OF THE ESSENTIAL PURPOSE OF ANY REMEDY OF THIS LIMITED WARRANTY.

Some states do not allow the exclusion or limitation of consequential or incidental damages, so the above exclusions may not apply to you.





For Livio, Thrive Hearing Control app and iOS/Android compatibility information, please visit [starkey.com/thrive-hearing](http://starkey.com/thrive-hearing)

Use of the Made for Apple badge means that an accessory has been designed to connect specifically to the Apple product(s) identified in the badge, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Apple, the Apple logo, iPhone, iPad and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a registered service mark of Apple Inc.

Android and Google Play are trademarks of Google Inc.



[Starkey.com](http://Starkey.com)

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 iPhone | iPad | iPod