

# Hearing Care Anywhere Help Requests

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

## System Requirements

### Professional

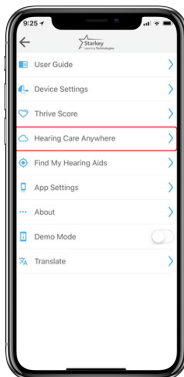
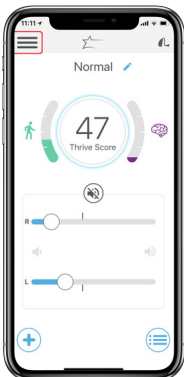
- Fitting Computer
- Inspire 2018.1 or higher
- Hearing Care Dashboard
- Internet Connection

### Patient

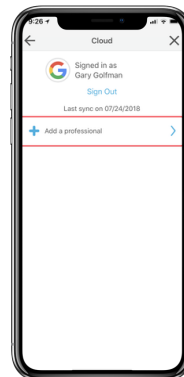
- Livio AI / Livio Hearing Aids
- Smart Mobile Device
- Thrive Hearing Control App
- Internet Connection

## Connecting to Your Hearing Professional

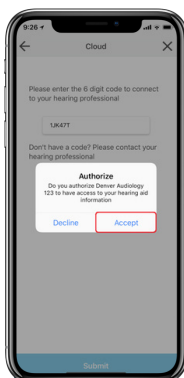
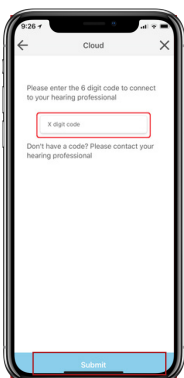
Launch the Thrive Hearing Control application.



Tap the settings menu icon on the home screen and select Hearing Care Anywhere



Select "add a professional." NOTE: If you do not see this option, contact your hearing professional.

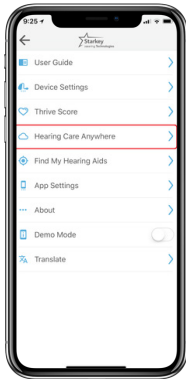
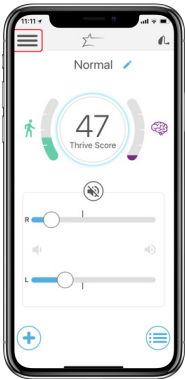


Enter the remote programming code given to you by your hearing professional, tap submit and then select Accept.

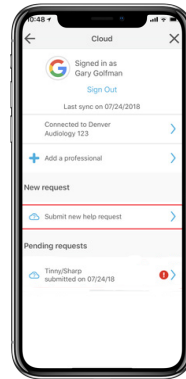


# Sending a Help Request

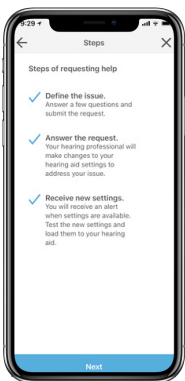
Launch the Thrive Hearing Control application.



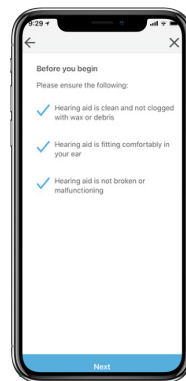
Tap the settings menu icon on the home screen and select Hearing Care Anywhere



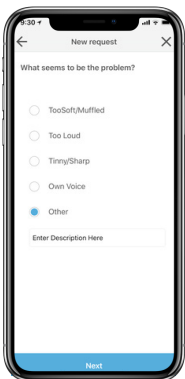
Select "submit new help request"



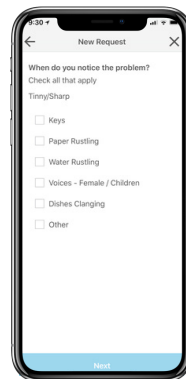
Review the process for submitting a help request and select Next



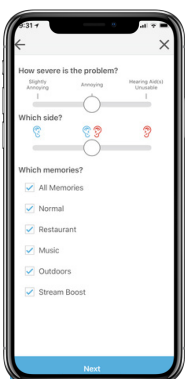
Verify the integrity of the hearing aids as indicated and select Next



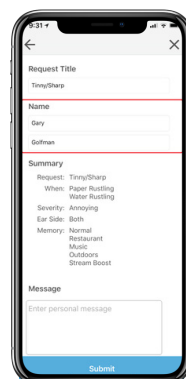
Select the primary issue and select Next



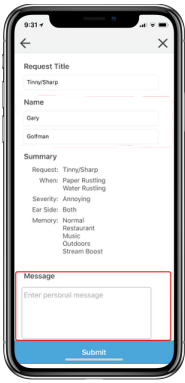
Select the details that describe when the problem occurs. Select Next to continue



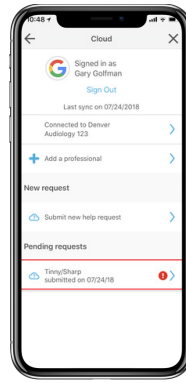
- Define the severity of the problem.
- Select whether the problem is both hearing aids or only the right or left
- Select the memories in which the problem is occurring. Select Next to continue.



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.



- Add a message to your hearing professional if desired.
- Select submit to send the help request.

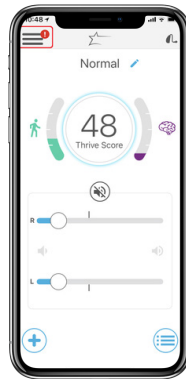


Once submitted, your request will display under Pending Requests

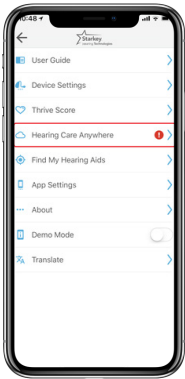
## Receiving Adjustments from your Hearing Professional



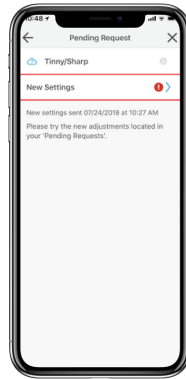
If notifications are enabled, a banner will appear on the lock screen indicating that new settings are available. Open via the banner or launch the Thrive Hearing Control app.



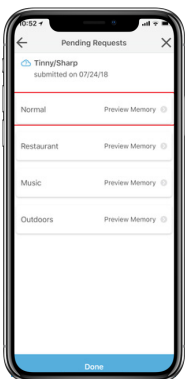
Tap on the Settings menu icon from the home screen. You will see a red exclamation mark indicating new settings are available.



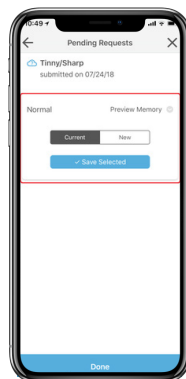
Select Hearing Care Anywhere. Again, you will see a red exclamation mark indicating new settings are available.



Tap the name of the help request under pending requests and select new settings.



Select a memory to preview.



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 black box to the hearing aids.

NOTE: A new help request may only be submitted once adjustments for each memory environment have been saved.