

# Hearing Care Anywhere Requests

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

Use this guide to join a Live Session or submit a Remote Adjustment 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 Hearing Control app.

**I have access to:** ☐ **Live Sessions** ☐ **Remote Adjustments**

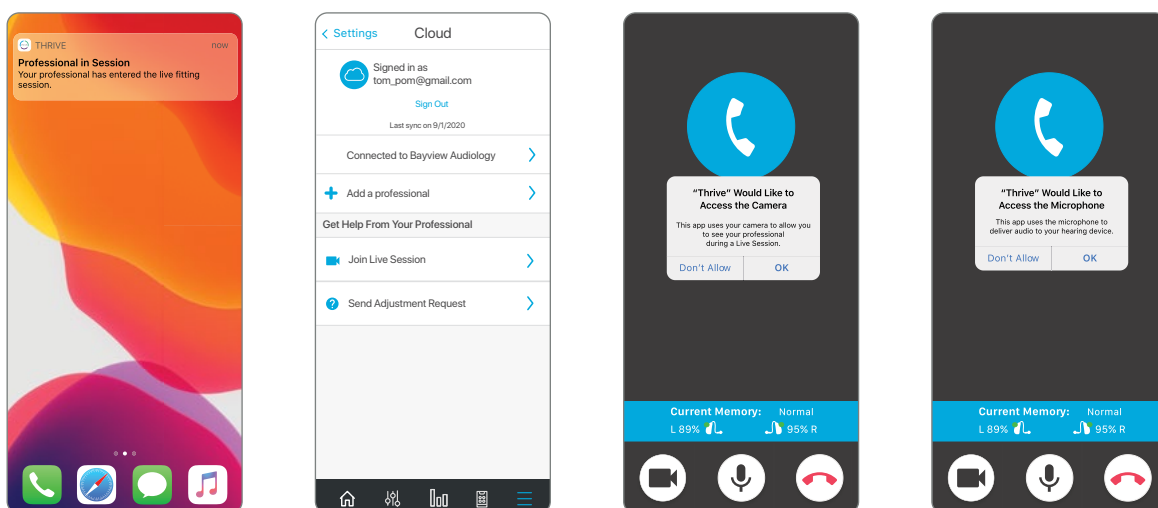
## System Requirements

- 2.4 GHz Thrive platform hearing aids
- Smart mobile device
- Thrive Hearing Control app
- Internet connection (Cellular or WiFi)

## Join a Live Session

At your designated appointment time with your hearing professional, you can join a Live Session two ways:

- You will receive a banner notification (if enabled) letting you know your hearing professional has entered the live fitting session. Tap on the banner to join.
- You can also join the Live Session by navigating to **Settings > Hearing Care Anywhere > Tap on Join Live Session**. The first time you enter a Live Session, you will be prompted to allow the Thrive app to access your camera and microphone.






## Join a Live Session (Continued)

**Connecting to Professional** will appear on the screen to indicate you are in the process of connecting with your hearing professional.

- 1 Once connected, you will see the hearing professional in the larger frame on your smart device and yourself in the smaller frame. You will also be able to hear one another.
- 2 Your hearing professional will then have control over your hearing aids to make any necessary programming adjustments. Your user controls and Thrive app will not be available during the Live Session.
- 3 A Live Session may be ended by either you or your hearing professional. To end the session, select the **End the Call** icon from the display on your smart device. A pop-up message will ask if you are sure you want to end the session. Select **Yes**.



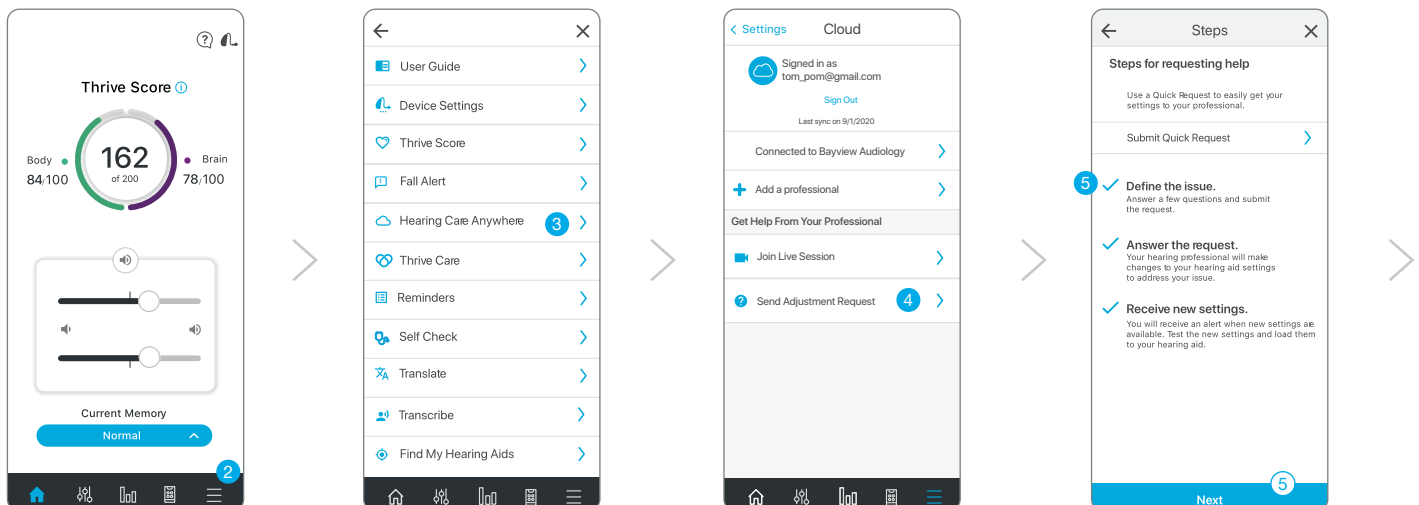
### Hearing Aid User A/V Controls

-  Enable/Disable Camera
-  Mute/Unmute Microphone
-  End the Call

## Sending a Remote Adjustment Request

- 1 Launch the Thrive app.
- 2 Tap the **Settings** icon on the Navigation Bar.
- 3 Select **Hearing Care Anywhere**.
- 4 Tap **Send Adjustment Request**.
- 5 Review the steps for requesting help and select **Next**.

**NOTE:** Only use *Submit Quick Request* or *Join Live Session* (if applicable) if instructed to do so by your hearing professional.



## Sending a Remote Adjustment Request (Continued)

6

Verify the integrity of the hearing aids as indicated.  
Select **Next**.

7

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

8

Select the primary issue.  
Select **Next**.

9

Select when you notice the problem.  
Select **Next**.

10

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**.

11

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

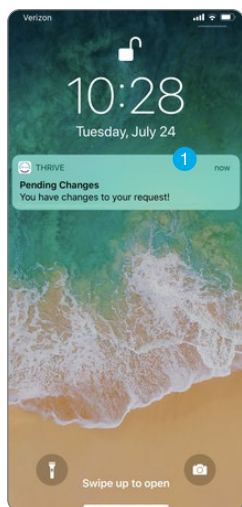
12

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

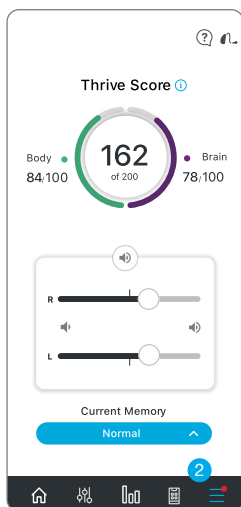
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Once submitted, your request will display under Pending Requests

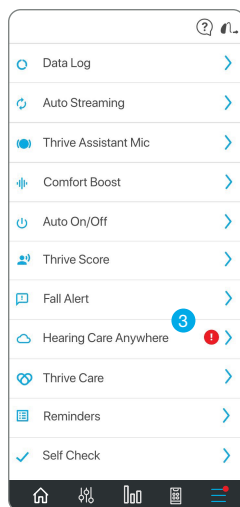
# Receiving Adjustments from your Hearing Professional



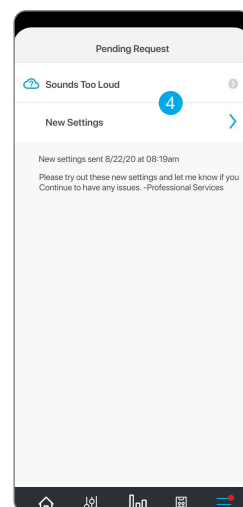
If notifications are enabled, a banner will appear on the lock screen indicating that new settings are available. Open the Thrive app via the banner notification or launch it from the icon on your smart device.



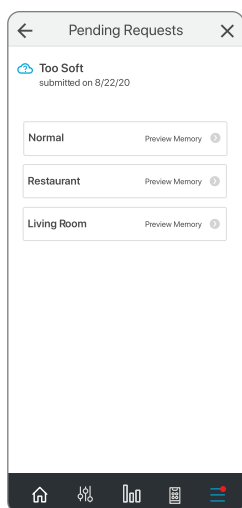
Tap on the **Settings** icon on the Navigation Bar. You will see a red dot indicating new settings are available.



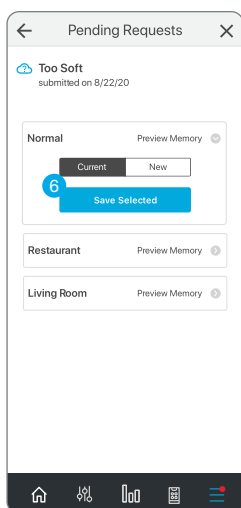
Select **Hearing Care Anywhere**



Tap the name of the Remote Adjustment request under Pending Requests. Select **New Settings**.



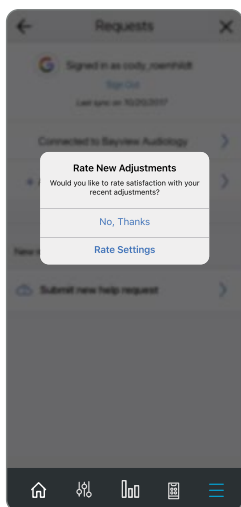
Select a memory to preview.



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 white box.

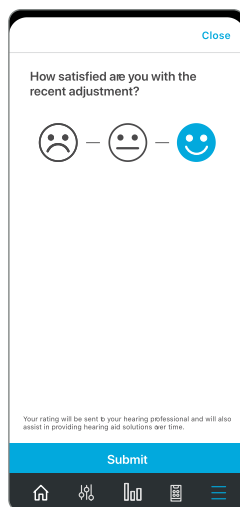
**NOTE:** You must save the "Current" or "New" settings for all memories listed before a new Remote Adjustment request may be submitted.

# Satisfaction Ratings



1

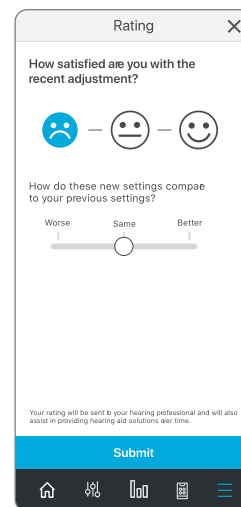
After saving all settings, you will be asked if you would like to rate your satisfaction with the recent adjustments.



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:

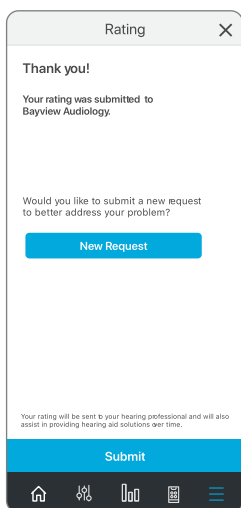
- Dissatisfied
- Not Yet Satisfied
- Satisfied



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.

Select **Submit**.



4

If New Request is selected, you may edit the original Remote Adjustment request and resubmit it to your hearing professional.