

# 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.

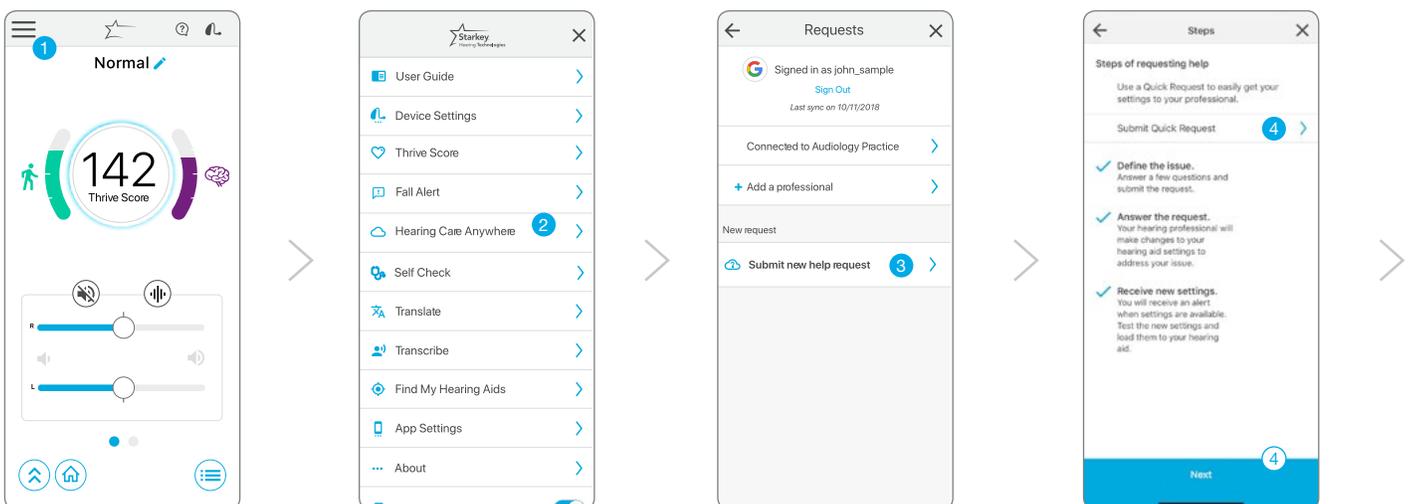
## System Requirements

- 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 Home screen
- 2 Select **Hearing Care Anywhere**
- 3 Select **Submit new Help Request**
- 4 Tap **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)

Requests

Before you begin

Please ensure the following:

- Hearing aid is clean and not clogged with wax or debris
- Hearing aid is fitting correctly
- Hearing aid is not broken or malfunctioning

Next

5

Verify the integrity of the hearing aids as indicated.

**Select Next.**

Self Check

Self Check performs a diagnostic test of the components in your hearing devices.

In a quiet spot, put devices in the first memory, remove them from your ears, position them on a flat surface with the earbuds pointing up, and tap "Run Diagnostic."

L | R

Microphone

Receiver

Circuit

Run Diagnostic

6

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

Requests

What seems to be the problem?

- Too Soft/Muffled
- Too Loud
- Tinny/Sharp
- Own Voice
- Other

Next

7

Select the primary issue.

**Select Next.**

Requests

When do you notice the problem?

- Voices - Male
- Voices - Female / Children
- Voices in Background Noise
- Music
- Other

Next

8

Select when you notice the problem.

**Select Next.**

Requests

How severe is the problem?

Slightly Annoying Annoying Very Annoying

Which side?

Which memories?

- All memories
- Normal
- Restaurant
- Outdoor
- Golf
- Living room

Next

9

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.**

Requests

Request Title

Too Soft

Name

John

Sample

Summary

Request: Too Loud

When: Voices in Background Noise

Severity: Slightly Annoying

Ear Side: Both

Memory: Normal

Restaurant

Living Room

Message

Enter personal message.

Submit

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.

Requests

Request Title

Too Soft

Name

John

Sample

Summary

Request: Too Loud

When: Voices in Background Noise

Severity: Slightly Annoying

Ear Side: Both

Memory: Normal

Restaurant

Living Room

Message

Enter personal message.

Submit

11

Add a message to your hearing professional if desired. **Select Submit to send the Help Request**

Requests

Signed in as john\_sample

Sign Out

Last sync on 10/11/2018

Connected to Audiology Practice

+ Add a professional

New request

Request: Too Loud

When: Voices in Background Noise

Severity: Slightly Annoying

Ear Side: Both

Memory: Normal

Restaurant

Living Room

Submit new help request

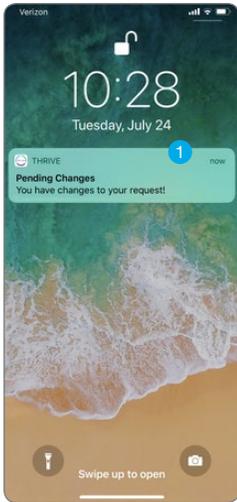
Pending requests

Too Soft submitted on 8/10/18

12

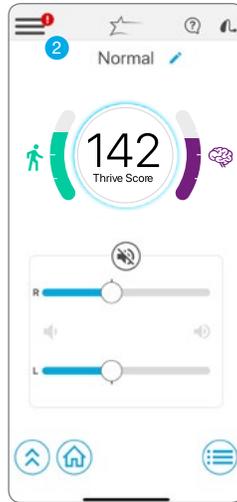
Once submitted, your request will display under Pending Requests

# Receiving Adjustments from your Hearing Professional



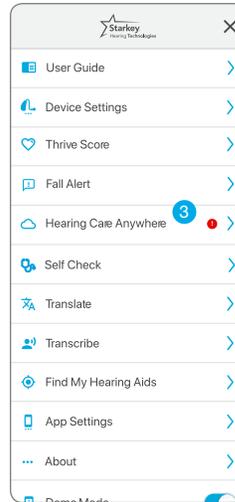
1

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.



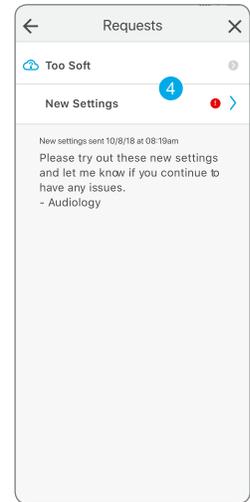
2

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



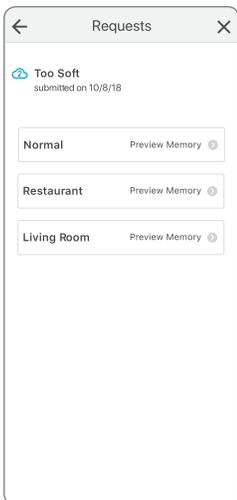
3

Select **Hearing Care Anywhere**



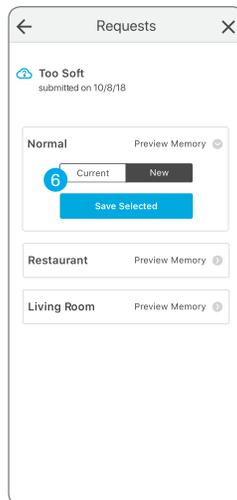
4

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



5

Select a memory to preview.

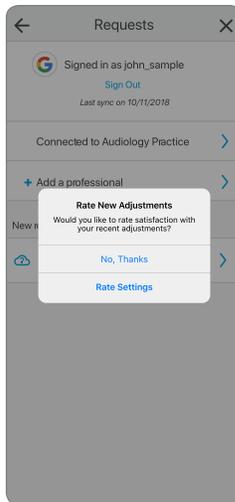


6

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 black box.

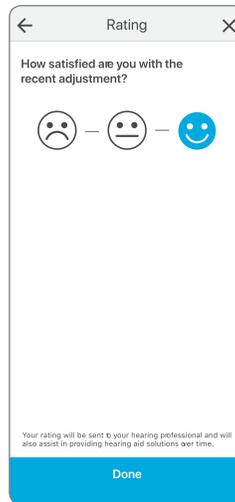
**NOTE:** You must save the “Current” or “New” settings for all memories listed before a new Help Request may be submitted.

# Satisfaction Ratings



1

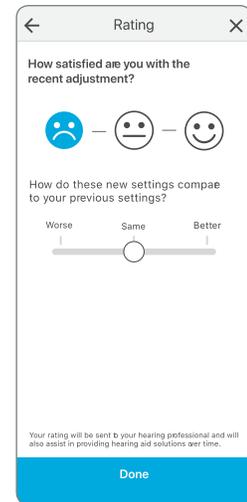
After saving all settings, you will be asked if you would like to rate your satisfaction with the recent adjustments.



2

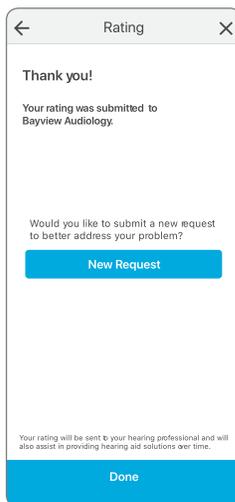
If you elect to "Rate Settings", you will receive a one-time prompt to indicate how satisfied you are. There are three response options:

- Satisfied
- Not Yet Satisfied
- Dissatisfied



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. If "New Request" is selected, you will be prompted to edit the original Help Request and resubmit to your hearing professional.