

# Quick Start Guide

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Congratulations on your  
journey to better hearing

livio<sup>®</sup> AI<sup>R</sup>



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



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



# Charging Your Hearing Aids



- Place your hearing aids in the charger with the earbuds resting inside the case
- Your hearing aids will turn off automatically and begin to charge
- Note: The LEDs corresponding to each hearing aid:
  - Glowing Green = Charging
  - Solid Green = Fully Charged\*
  - Blinking Red = Fault State – Remove from charger, wait until LED turns off and re-insert aids. If Fault State continues, call your hearing professional.

*\* If you are charging without cord, the LEDs will turn off when charged, to save battery.*

- Charging occurs with the lid open or closed
- Your hearing aids will be completely charged in under 3 ½ hours
- It is safe to keep them in the charger after they are fully charged and any time that you are not wearing them
- If you will not be wearing your hearing aids for an extended period of time (i.e. weeks) remove the plug from the charger and the hearing aids from the charging ports. You will need to manually power the hearing aids off by pressing the rocker switch for three seconds. You may store them in the reservoir
- Your hearing aids will automatically power on when removed from the charger
- When charging without the charger cord the LEDs will turn off when the hearing aids are fully charged
- To refresh LEDs when the charger is not plugged in, remove a hearing aid from the charging port for three seconds and then replace it in the charger (refresh lasts 10 seconds only – then LEDs will turn off again)
- The desiccant puck will be effective for 3-6 months depending on moisture in the hearing aids and humidity. The color will fade from blue to white, indicating a need for replacement.

## Power On & Off

- ON** - The hearing aids will power on automatically after removing them from the charger. There is a delay that allows you time to insert your hearing aid into your ear.
- ON** - If the hearing aid is manually powered off, pressing the top of the rocker switch will power it on. The delay still exists, to give you time to insert the hearing aid into your ear.
- OFF** - The hearing aids will power off automatically when placed in the charging port. Charging will proceed.
- OFF** - The hearing aids can be powered off manually by pressing either the top or bottom rocker switch for three seconds.

## System Care

### HEARING AID CARE

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

- 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.

### CHARGER CARE

Keep your charger clean. Heat, moisture and foreign materials can result in poor performance.

- Use the provided cleaning brush to keep the charging ports clear of debris.
- Do not use water, solvents or cleaning fluids to clean the charging ports.
- Keep lid closed as much as possible to avoid dust and debris buildup.
- Store your charger in a clean and dry location i.e., a dresser or shelf rather than the bathroom or kitchen.

To ensure the longest life of your rechargeable hearing aid batteries and the batteries in the charger:

- Fully charge hearing aid batteries every night.
- Do not expose to excess heat, i.e., do not store on a window sill or in a hot car.

## Helpful Hints

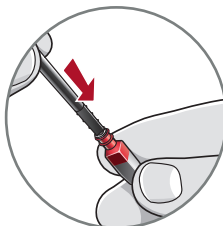
- Do not take apart your hearing aids or insert the cleaning tools inside them.
- When not in use, place your hearing aid in the storage container and store:
  - In a dry, safe place
  - Away from direct sunlight and heat to avoid extreme temperatures
  - Where you can easily find them
  - Safely out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

## Hear Clear™ Receiver Wax Guards

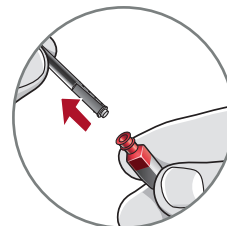
RIC hearing aids integrate disposable Hear Clear earwax protection. The innovative wax guards prevent earwax accumulation in the hearing aid receiver. When you need to replace your wax guards, please follow the instructions below.

1. Insert empty end of the application stick straight into used wax guard in hearing aid.
2. Pull **straight** out (do not twist) on stick to remove used wax guard.

3. Use opposite end of stick to firmly insert clean wax guard straight into hearing aid.
4. Pull **straight** out (do not twist) to remove stick and discard.



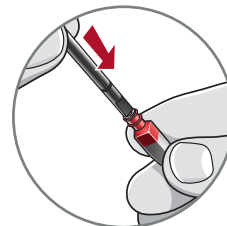
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# Connecting Your Hearing Aids to Your Apple Device

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, turn your hearing aids off and then back on. 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, turn your hearing aids off and then back on. 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 AI Rechargeable hearing aids and Thrive app. Refer to your guide to find out more about these and other features:



- Integrated sensors and artificial intelligence features
- Automatic and custom memories
- Geotags
- SoundSpace
- Tinnitus management
- Find My Hearing Aids
- Alerts





## Hearing Aid Information

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

Hearing Aid Serial #: R \_\_\_\_\_ L \_\_\_\_\_

Charger Serial #: \_\_\_\_\_

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

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

Memory #	Environment/ Listening Situation	Beep/Indicator
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_____		
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.....		

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

\_\_\_\_\_

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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) months later ("warranty period"):

**36 months:** Livio AI Rechargeable 2400

### 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

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 AI, 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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