
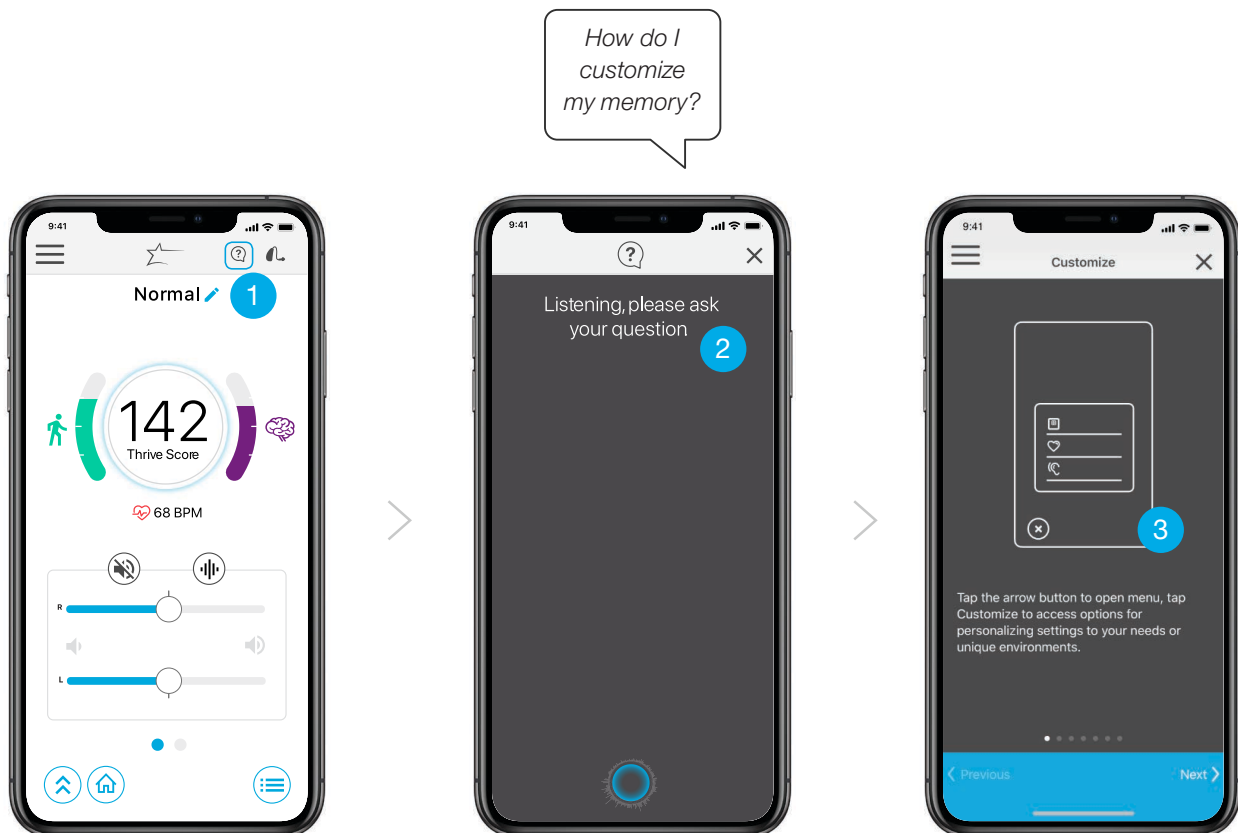


Thrive Assistant

Thrive™ Assistant is an app-based assistant providing hands-free help whenever and wherever needed. Users can conveniently troubleshoot hearing aid and accessory issues. Thrive Assistant is available on Livio® AI and Livio premium hearing aids.

How it Works

- 1 To access, tap the Thrive Assistant icon  in the top right corner of the Thrive app. Livio AI users can also double tap their hearing aid to access Thrive Assistant if set as a user control by their hearing professional within Inspire® X.
- 2 Thrive Assistant will indicate *“Listening, please ask your question.”*
- 3 State your question and Thrive Assistant will search for and return an appropriate answer from the Thrive help files or cloud-based services.



User Controls

Livio AI users can double tap to access Thrive Assistant if set as a user control by the hearing professional within Inspire X. Enable Thrive Assistant on the User Controls screen by dragging “Thrive Assistant” into the Double Tap gesture. “Thrive Assistant” can be placed in the Double Tap gesture only.

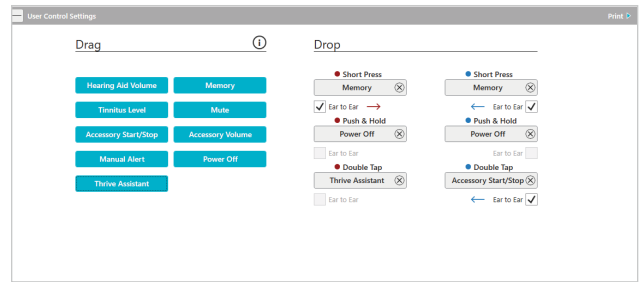


Figure 1

Indicators

- Ready to Assist: Users will hear a tonal indicator when Thrive Assistant is listening.
- Communication Failure: If there is a communication failure while using Thrive Assistant, a tonal indicator will play in the hearing aids.
 - To reduce communication failures, make sure:
 - a. The smartphone is powered on and connected to the internet (via cellular network or WiFi)
 - b. Hearing aids are powered on, Bluetooth® paired and connected with the smartphone
 - c. Thrive™ Hearing Control app is running in the foreground or background

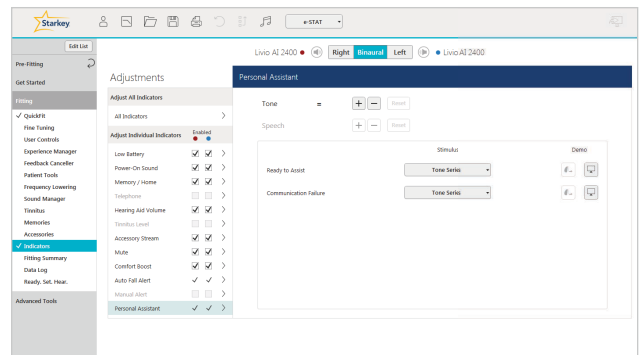


Figure 2