



User's Manual

High Definition BLE Hearing Aid

Self Programmable • Digital Technology

Welcome!

Congratulations on taking this important step in improving your hearing and your quality of life. We thank you for choosing HearLogik and welcome you to our family.

Your new hearing aid has been designed to provide incredible clarity, enhanced speech and reduced background noise, all in a discreet package. They are the culmination of over 50 US patents and years of experience designing and manufacturing hearing aids.

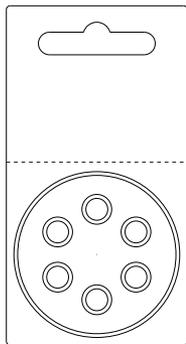
We understand that hearing loss is a personal issue, and we treat each customer as an individual. We are here to support you now and in the future, whether you need help getting started, assistance with program changes, or parts and service. Just give us a call!

**For Assistance, call the Customer Care Hotline at
(888) 868-5659**

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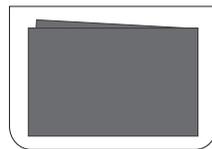
What's Inside the Box



Battery Pack



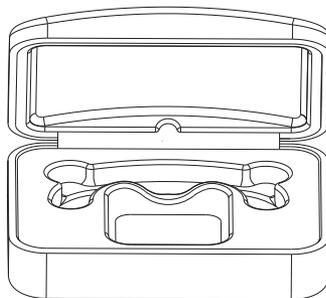
Cleaning Tool



Cleaning Cloth



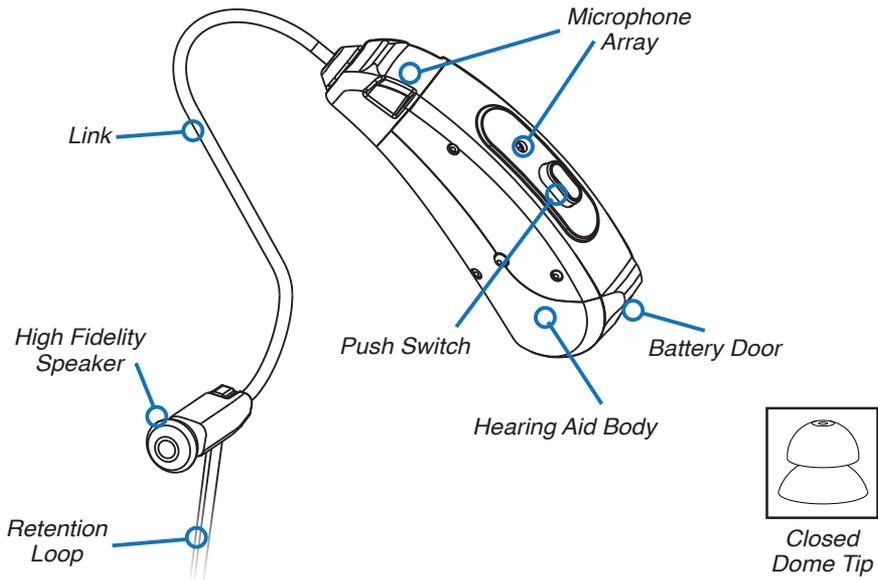
Hearing Aid(s)



Hearing Aid Case

Hearing Aid Description

High Definition Hearing Aid



Getting Started



Downloading the HearTouch App

Apple iPhone Users

• **If you don't have an Apple iPhone, go to page 7: Android Phone Users**

• Locate the App Store icon  on your phone and tap it

• Type "HearTouch" into the Search Bar at the top of the screen and then tap the Search button at the bottom right of the screen

• Scroll through the list of apps until you find the HearTouch icon and tap the "Get" icon



• The HearTouch app will be installed on your phone and you will be able to see the HearTouch app icon on your phone screen along with the rest of your apps

NOTE: Your phone may ask you for your Apple ID and password in order to install the HearTouch app

Downloading the HearTouch App

Android Phone Users

• **If you don't have an Android Phone, go back to page 6: Apple iPhone Users**

- Locate the Google Play Store icon on your phone and tap it 
- Type “HearTouch” into the Search Bar at the top of the screen and then tap the magnifying glass icon
- Scroll through the list of apps until you find the HearTouch icon and tap it
- A new page will load. Tap the install icon.
- The HearTouch app will be installed on your phone and you will be able to see the HearTouch app icon on your phone screen along with the rest of your apps



Battery Insertion and Removal

Your hearing aid uses a #13 zinc air disposable battery or a #13 rechargeable battery.

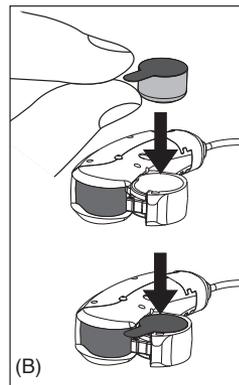
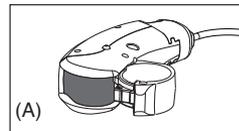
Instructions for use of a #13 Zinc Air Disposable Battery

The battery door is located at the bottom of the hearing aid. To open, place your fingernail in the notch and with a gentle downward motion, your hearing aid battery door should become ajar. When fully opened, the battery door should extend to a full 90 degrees.

(Fig.A)

To insert a battery, hold the battery by the tab and place it into the pocket (compartment) of the battery door – the battery will fit into the side with the largest opening.

(Fig.B)



Battery Insertion and Removal

Peel off the tab from the battery. The “+” symbol should be facing up.

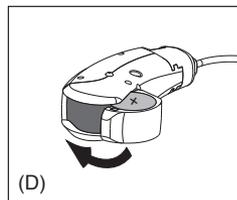
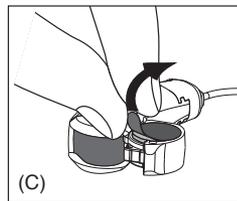
(Fig.C)

Wait two minutes before closing the battery door, as exposure to air activates the battery.

You can now close the battery door.

To close the battery door, gently push the door closed with the end of your thumb.

(Fig.D)

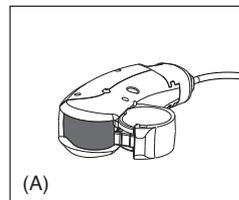


Battery Battery Insertion and Removal (Rechargeable Models)

Instructions for use of a #13 Rechargeable Battery

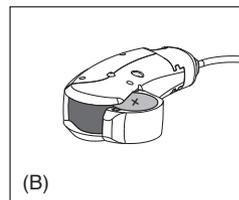
The battery door is located at the bottom of the hearing aid. To open, place your fingernail in the notch and with a gentle downward motion, your hearing aid battery door should become ajar. When fully opened, the battery door should extend to a full 90 degrees.

(Fig.A)



To insert a battery, place it into the pocket (compartment) on the battery door – the battery will fit into the side with the largest opening.

(Fig.B)



The “+” symbol should be facing up in the pocket (compartment).

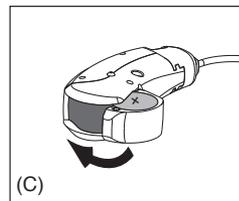
Battery Battery Insertion and Removal (Rechargeable Models)

Instructions for use of a #13 Rechargeable Battery

You can now close the battery door.

To close the battery door, gently push the door closed with the end of your thumb.

(Fig.D)



Be sure to charge the battery a full 8 hours prior to first use.

Your battery should last 16 hours on a full charge.

To replace your battery, open the battery door wide enough to remove the battery. To remove the battery, lightly push on the bottom side and it will pop out for easy removal.

Follow the instructions for battery insertion.

Battery Battery Insertion and Removal (Rechargeable Models)

Important Tips:

- *Do not use force when opening or closing your battery door*
- *Use only #13 batteries*
- *When the hearing aid is not in use, leave the battery door slightly open to shut off the aid. For rechargeable hearing aids, keep the battery door closed and store them in the charger. It will shut off automatically when the hearing aid is fully charged*
- *Never take the tab off the battery until you are ready to use it*

Warnings:

- *If your battery door becomes loose or disconnected from the hearing aid shell, please contact Customer Care for repair assistance.*
- *Never put a battery in your mouth as they could be swallowed. Keep out of the reach of children, pets and individuals with diminished mental capacity. If swallowed, seek medical attention immediately and call the National Button Battery Ingestion Hotline at 800-498-8666.*

Identifying Left and Right Aids

Your hearing aids are identified as follows:

● = Right hearing aid

● = Left hearing aid

Right hearing aids have a **red tipped** speaker.

Left hearing aids have a **blue tipped** speaker.



Turning Hearing Aid ON and OFF

- **To turn hearing aid ON:** Close battery door
- **To turn hearing aid OFF:** Open battery door to disengage battery

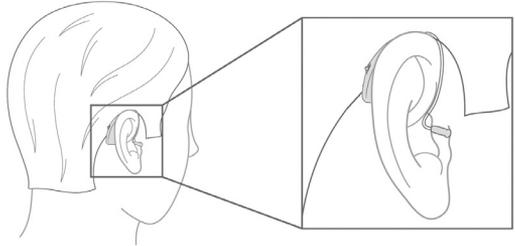
Note:

- *Rechargeable hearing aids should be stored in the charger when not in use.*

Inserting and Removing the Hearing Aid

Step 1 - Place the hearing aid body over your ear, allowing the link to naturally lay over your ear (Figure A).

Figure A

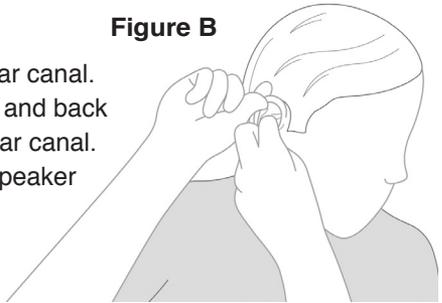


Step 2

- Hold the speaker of the hearing aid you will be inserting into your ear. Most people use their right hand to insert their right hearing aid and left hand for their left hearing aid.

Figure B

- Guide the tip and speaker into your ear canal. With your free hand, pull your ear up and back (Figure B). This will straighten your ear canal. Continue to gently push the tip and speaker up towards back of head.



Inserting and Removing the Hearing Aid

Warnings for inserting hearing aids:

- *Do not insert the hearing aid if you think you may have a foreign object in the ear canal.*
- *The hearing aid and tips are made of modern non-allergenic materials. Still, in rare cases, skin irritation can occur. If you experience discomfort or skin irritation in the ear or in the ear canal, discontinue use and contact your physician immediately.*

Removing the Hearing Aid

Grasp the speaker with your thumb and forefinger. Gently pull the tip and speaker out of your ear canal. The hearing aid and link will simply roll off the back of your ear. Do not pull the aid out of your ear by the link, as it may damage the link.

Important tips:

- *Pull tip and speaker straight out of the ear by grasping the speaker.*
Do not twist out of the ear.
- *HearLogik tips are designed to be securely attached to the speaker while inserting and removing the hearing aid from the ear canal.*

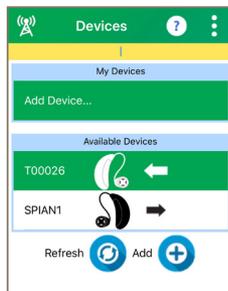
Warnings:

- *In the unlikely event your tip comes off the speaker and is lodged in your ear canal, it will not hurt you, but you should see a physician to have it removed. Do not put anything in your ear or try to remove it yourself.*

Adding your hearing aid(s) to the HearTouch app

You are now ready to add your hearing aid(s) to the HearTouch App. Just follow these easy steps:

- Insert hearing aid batteries and power up hearing aid (pages 8 thru 12)
- Navigate (swipe left or right) to the “Devices” screen
- A list of available devices (hearing aids) will pop up
 - If you don’t see a list of devices tap the “Refresh” button
 - If you still can’t see a list of devices after refreshing, make sure that you installed a fresh battery into the hearing aid and that the battery door is fully closed - Refresh again
- **Make sure you have the Product Info Card handy**
- Select your hearing aid using the serial number displayed on your Device Info Card



Adding your hearing aid(s) to the HearTouch app

- Tap on the “Add” button at the bottom of the screen
- Follow screen directions to register product
- If for some reason you are not logged-in, the LOGIN Screen will appear
Log in as previously described
- A Bluetooth pairing request message will appear asking you to enter the device’s PIN number
- **Enter the PIN number from your Product Info Card and tap OK**
 - NOTE: Depending on your phone model, there may be a request to confirm that you wish to pair with the hearing aid. In that case, select ‘Yes’ to continue pairing

NOTE: Repeat the process for the second hearing aid if you purchased a pair

Performing Hearing Test

Your App and hearing aid(s) are now paired and you are ready to perform your hearing test and program your hearing aid(s).

- Insert the hearing aid on your ear. Ensure the non-rechargeable hearing aid has a fresh battery and the battery door is fully closed. For rechargeable hearing aids, ensure that it is fully charged.
- Make sure to perform the test in a very quiet environment. If the test is performed in a noisy environment the results will not be accurate and you may see an error message warning you that your hearing loss is too significant - If you get this message repeat the test in a quieter environment
- Navigate (swipe left or right) to the “Hearing Test” screen
- Tap the LEFT button to test your left ear and the RIGHT button to test your right ear -The RIGHT or LEFT button will turn yellow



- Tap the START button to begin the test

Performing Hearing Test

- Tap the OK button every time you hear a sound emitted by the hearing aid - The OK button will turn yellow and then back to white every time you tap it
- Once you are through testing your first ear a pop-up message will prompt you to save the test - Tap OK
- A “Send Test” message will pop-up - Tap “Update”

NOTE: If you purchased a pair of hearing aids, you must repeat the process described above for your other hearing aid.

Programming and Feedback Training

Now that you have programmed your hearing aids, you must conduct feedback training.

- Feedback training is a calibration process that will prevent your hearing aid(s) from squealing – it must be performed separately for each aid and must be done in a quiet setting
- While on the “Hearing Test” screen, tap the LEFT button to calibrate the left hearing aid and the RIGHT button to calibrate the right hearing aid - The RIGHT or LEFT button will turn yellow
- Tap the FEEDBACK button - You will hear a hissing noise for about 15 seconds during the calibration process

NOTE: If you purchased a pair of hearing aids, you must repeat the process described above for your other hearing aid.

Getting Used to Your New Hearing Aids

If you have never worn hearing aids before, the world may seem noisy and alive with more sounds when you first wear your hearing aids. This is because your brain has not processed these sounds for some time, and, as a result, you will be adapting to the hearing aids as your brain learns to identify and prioritize sounds. If you have worn hearing aids before, Hear Logik's state-of-the-art technology will undoubtedly sound different as well.

Some people prefer to “jump in” to hearing aid use by wearing them all of the time, right from the beginning. Others prefer a more gradual approach, increasing usage by an hour each day. If you have worn hearing aids before, it is best to change to the new hearing aid(s) every day without going back and forth between your old and new hearing aid(s). This will make the transition to the new sound much easier.

Over time, voices should be clear and neither too loud, nor too soft, and you should notice an improvement in understanding words. You will recognize sounds you may have forgotten. Hearing a familiar voice, the chirping of birds, and even the sound of rain can be a joyous experience with Hear Logik hearing aids.

Important tips for first time hearing aid users:

- *Week 1: Use hearing aids for 3-5 hours at a time with short breaks*
- *Week 2: Use hearing aids for 5-7 hours*
- *Week 3: Use hearing aids for 8+ hours*

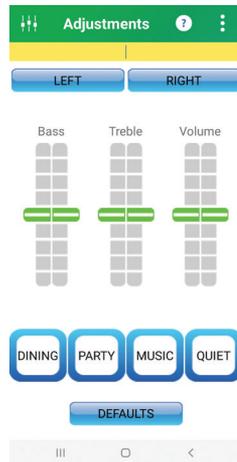
Daily Operation



Adjusting Volume, Treble, Bass, and Preset Modes

Making adjustments to fine tune your hearing aid settings, or change listening modes to match your changing environment, is easy.

- Swipe left to locate and use the Adjustments screen to change volume, adjust the amount of treble and bass, and change listening modes.
- Remember to tap on the Left and/or Right button before making adjustments. Tap the button again after you are finished adjusting your aid.



Understanding Presets



Your hearing aid(s) come with four pre-set listening modes that you can choose from to make quick adjustments. Each mode creates an optimal listening experience for specific environments:

Dining Mode – most commonly used mode, provides moderate noise reduction for noisy environments. - This is the default mode.

Party Mode – aggressive noise reduction for large groups, auditoriums, sporting events, noisy restaurants.

Music Mode – noise reduction is turned off to allow a fullness of sound. Preferred mode for listening to music, concerts.

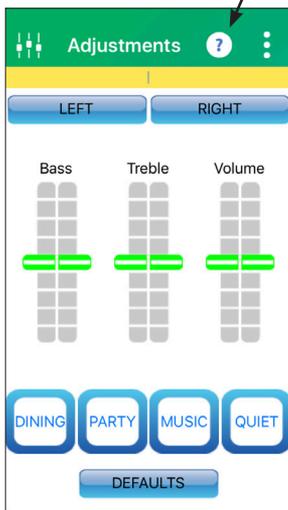
Quiet Mode – sound is muted to provide quiet.

These buttons are found on the adjustments screen.

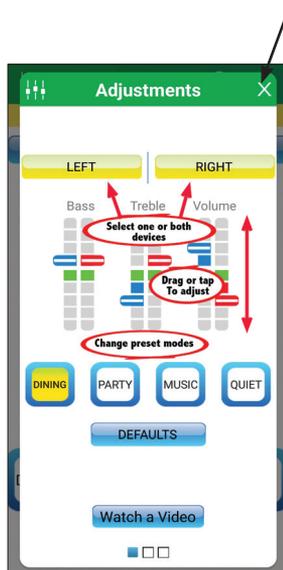
Accessing Help Screens, Tutorials and Videos

To access these tools:

Tap the “?” icon located at the top of any function screen. Instructions for that screen will pop up. Swipe left for additional help instruction.



Tap the “X” in the upper right corner to exit the help screen



Accessing Help Screens, Tutorials and Videos

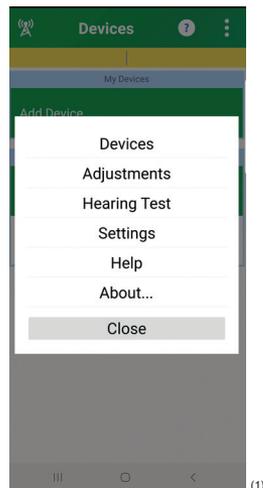
The app includes tools to assist you in getting the greatest benefit from your hearing aids:

- **Help Screens** – provide instructions for use of each screen or function.
- **Help Wizard Tutorial** – provides a tutorial on using the app and assistance with trouble shooting and optimizing your hearing aid.
- **Videos** - provide step by step instructions for performing hearing tests, fitting adjustments, etc.

Accessing Function Screens

To access the various function screens, including the Help screen, tap on the upper right corner of the screen at any time.

You may also swipe left or right to move through the screens.

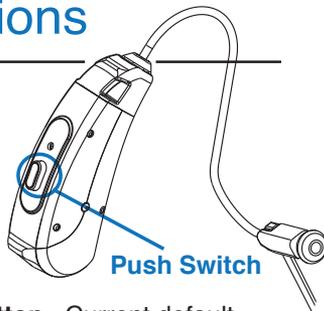


⁽¹⁾This is a sample screen that might change as new versions of the Hear Touch app are released.

Push Switch Button Functions

For quick changes without using the app in your phone, the Push Switch Button is located on the back of your hearing aid.

There are two push switch options:



Push and Release: quick push and release of button. Current default setting is to increase the volume with each push and release, until hearing aid is at maximum volume. It then reverts to minimum volume and begins increasing again from there.

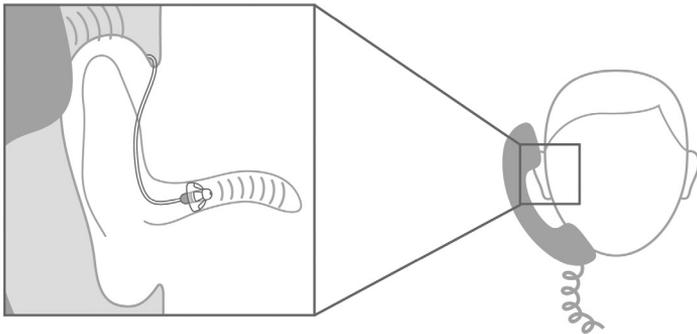
Push and Hold: push and hold button down for 2 seconds. Current default Setting is to revert to your original setting, before a change was made. Example: if you have tapped the button multiple times to increase volume, pushing the button and holding it for 2 seconds will cause it to revert to your original volume settings.

Important Tips:

- *You can personalize these function control options using your app. Go to the Preferences screen and select Push Switch Option or Push and Hold Switch Option. You can then choose from multiple setting changes, including Volume Up, Volume Down, Reset, and Change Preset.*

Using The Phone

- 1) Most individuals with hearing loss have their best hearing experience when using their phone's speaker.
- 2) For best results (when using the phone's speaker is not a good option), you may wish to hold the phone receiver towards the top of your ear, as show in the image below, to best cover your hearing aid's microphone.



Caring for Your Hearing Aids

Your hearing aids and accessories are sophisticated electronic devices. To ensure that you obtain the most from your hearing aids and accessories, you need to protect them from the effects that might damage or degrade their performance. The following describes the things that you can do to ensure maximum performance:

Hearing Aids

- Keep your ears clean from ear wax. If necessary, have your ears cleaned regularly by a healthcare professional.
- Dry your ears and hair before inserting your hearing aids.
- Insert and remove your hearing aids over a soft surface in case they drop, as they are sensitive to bumps and shocks.
- Do not immerse your hearing aids in water. Do not shower or swim with your hearing aids.
- Store your hearing aids outside of the bathroom during bathing and showering.
- Insert hearing aids after use of hair products, like hair spray.

Low Battery Warning

When your battery runs down, the hearing aid will emit four tones of descending pitch and say “Low Battery.” You should replace your battery within 30 minutes of receiving this warning.

For rechargeable hearing aids, a #13 Zinc air battery can be used until you can charge your batteries.

Troubleshooting

When troubleshooting, first manually turn the hearing aid(s) off then on again to reset the device. See the chart below if symptoms persist after manual reset.

Symptom

No Sound

Possible Problem

- Battery is low/dead
- Switch is in the off position
- Tip opening is blocked

Possible Solution

- Replace battery
- Clear speaker opening of ear wax
- Replace tip

Symptom

Not Loud Enough

Possible Problem

- Battery is low/dead
- Speaker opening may be blocked
- Hearing may have changed

Possible Solution

- Replace battery
- Check hearing by performing a hearing evaluation. Reprogram hearing aid(s) if needed.

Note:

• If issue is not resolved by the above actions, contact Customer Care at (888) 868-5659.

Manufacturer's Warranties & Service

Warranties & Terms

Hear Logik offers the original purchaser a non-transferable, one-year manufacturer's warranty covering the hearing aid(s) (not including the links, which are covered by a separate manufacturer's warranty as described below), charging unit, and remote control ("Covered Products") effective from the date of purchase. This warranty covers damage or defects of a Covered Product caused by failure of materials or workmanship. The warranty does not cover damage or defects of a Covered Product caused by improper handling or care, attempted or actual self-service or unauthorized service of the hearing aid, unusual wear and tear and exposure to chemicals, immersion in water, excessive exposure to moisture, or other external causes.

The link is the module that connects the hearing aid, via an ultra fine wire, to the precision high-fidelity miniature speaker within the ear canal. Hear Logik, the manufacturer of the link sold under this agreement, offers the original purchaser a non-transferable, one year manufacturer's warranty covering the link ("Covered Link") effective from the date of purchase. This warranty covers damage or defects of a Covered Link caused by failure of materials or workmanship. The warranty does not cover damage or defects of a Covered Link caused by improper handling or care, attempted or actual self-service or unauthorized service work, unusual wear and tear, exposure to chemicals, immersion in water, excessive exposure to moisture, or other external causes. This warranty also does not cover loss¹.

Service Information

A claim for warranty service must be made by contacting Hear Logik at the phone number listed on the Purchase Agreement. Proof of purchase must be provided at the time of your claim for warranty service. Unauthorized service on a Covered Product will void the warranty, and Hear Logik makes no representation that a Covered Product may be repaired following unauthorized service. Hear Logik may, at its sole discretion, repair or replace your Covered Product with a new, used or rebuilt product of the same or better model.

Manufacturer's Warranties & Service

EXCEPT AS STATED HEREIN, HEAR LOGIK DOES NOT PROVIDE WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND ANY AND ALL SUCH WARRANTIES ARE EXPRESSLY DISCLAIMED AND EXCLUDED. THE REMEDIES AVAILABLE UNDER THIS WARRANTY ARE LIMITED TO REPAIR OR REPLACEMENT OF A COVERED PRODUCT. TO THE MAXIMUM EXTENT PERMITTED BY LAW, Hear Logik DISCLAIMS ANY AND ALL INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES OF ANY KIND, EVEN IF Hear Logik WAS AWARE OF THE RISK OF SUCH DAMAGES AND NOTWITHSTANDING THE FAILURE OF THE ESSENTIAL PURPOSE OF SUCH REMEDY.

NOTICE: A HEARING AID WILL NOT RESTORE NORMAL HEARING, NOR WILL IT PREVENT FURTHER HEARING LOSS.

¹ Protection Plans that cover loss, damage, and theft may be purchased separately.

Warnings

Warning To Hearing Aid Dispensers

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user that the prospective user has any of the following conditions:

- Visible congenital or traumatic deformity of the ear.
- History of active drainage from the ear within the previous 90 days.
- History of sudden or rapidly progressive hearing loss within the previous 90 days.
- Acute or chronic dizziness.
- Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,000 Hz.
- Visible evidence of significant ear wax accumulation or a foreign body in the ear canal.
- Pain or discomfort in the ear.

SPECIAL CARE SHOULD BE EXERCISED IN SELECTING AND FITTING A HEARING AID WHOSE MAXIMUM SOUND PRESSURE LEVEL EXCEEDS 132 DECIBELS, BECAUSE THERE MAY BE RISK OF IMPAIRING THE REMAINING HEARING OF THE HEARING AID USER.

Important Notice For Prospective Hearing Aid Users

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of a medical evaluation is to ensure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Warnings

Other Warnings

- Do not use your hearing aid in potentially explosive environments.
- The internal parts of the hearing aid are only serviceable by Hear Logik service personnel.
- If you experience dizziness, drainage or bleeding from the ear, or sudden hearing loss, see your physician immediately.
- A hearing aid may cause an accelerated accumulation of ear wax.
- Never put a hearing aid battery or hearing aid in your mouth as they could be swallowed. If swallowed, seek medical attention immediately and call the National Battery Hotline at (202) 625-3333.
- Keep hearing aid batteries and hearing aids out of the reach of children, pets, and individuals with diminished mental capacity.
- A hearing aid may stop functioning, e.g., if the battery goes dead. You should be aware of this possibility; in particular, if you are in traffic or otherwise depend on warning sounds.
- Do not switch hearing aids between ears or allow others to wear or use your hearing aids.

Warnings

- HEARING AIDS WILL NOT RESTORE NORMAL HEARING AND WILL NOT PREVENT OR IMPROVE A HEARING IMPAIRMENT RESULTING FROM ORGANIC CONDITIONS.
- IN MOST CASES, INFREQUENT USE OF A HEARING AID DOES NOT PERMIT THE USER TO ATTAIN FULL BENEFIT FROM IT.
- THE USE OF A HEARING AID IS ONLY PART OF HEARING HABILITATION AND MAY NEED TO BE SUPPLEMENTED BY AUDITORY TRAINING AND INSTRUCTION IN LIP READING.
- **TAMPERING WITH ANY HEAR LOGIK PRODUCTS MAY RESULT IN THE WARRANTY BECOMING NULL AND VOID.**

Customer Care Hotline



Customer Service (888) 868-5659

We are pleased that you chose our hearing aids and we will be with you every step of the way on your journey to better hearing.

Please contact our Customer Care Hotline if you are in need of assistance with either your hearing aids or smartphone app. We are happy to be of assistance. The HearLogik app includes video tutorials and help screens to assist you in navigating the app. In addition to this, our Customer Support Team is available to provide one-on-one assistance with all technical questions. They can assist you in locating and downloading the app on your smartphone, navigating the app, programming the aid(s) to your unique loss, and general usage questions.

Corporate information:

HearLogik, Inc.
6825 West Galveston Street, Suite 9
Chandler, AZ 85226
1-888-5968 (Weekdays 8:30am to 4:30pm)

HearLogik.com

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HearLogik System is designed in Phoenix, Arizona, by HearLogik and assembled in China.

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