

EARGO SE
USE AND CARE
USER GUIDE PART 2



Congratulations!

Welcome to the future of hearing wellness.

Important: Follow these steps for the best Eargo experience:

1. **Setup.** Scan the QR code on the Use & Care Guide, or call (800) 615-9000 to register and schedule your Orientation Call.
2. **Adjust.** Let your ears (and brain) adjust to your new world of hearing. Be patient. This takes time.
3. **Optimize.** Speak with an Eargo hearing professional on your Orientation Call to personalize and optimize your Eargos.

- Not a smart phone user? No problem! You can also register your Devices at eargo.com/register or during your Orientation Call.



- For more information and “how-to” videos, we recommend you visit eargo.com/showme.

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What's Included



2 Eargo
Devices*



Charger



User
Guides



2 Small
Trumpets



2 Medium
Trumpets



2 Large
Trumpets



USB-C
Power Cord



Cleaning
Brush



USB
Power Adaptor



Cleaning
Cloth

Get To Know Your Hearing Aid



Get To Know Your Charger



Get To Know Your Charger



A fully charged Charger provides up to 5 full charges to the Eargo Devices.

Hearing Device Charge States



Solid Green: fully charged



Pulsing Green: 67-99% charged



Pulsing Yellow: 34-66% charged



Pulsing Red: 1-33% charged

Charge-related indicator lights will time out after ~10 seconds.

Charger Charge State – Plugged In



- **Solid Green:** fully charged
- **Pulsing Green:** 67-99% charged
- **Pulsing Yellow:** 34-66% charged
- **Pulsing Red:** 1-33% charged


Charger Charge State – Unplugged




- **Solid Green:** 67-100% charged
- **Solid Yellow:** 34-66% charged
- **Solid Red:** 1-33% charged

Connectivity States



 **Solid Blue:** Bluetooth pairing, ready to pair. Follow the in-app prompts.

 **Pulsing Blue:** Communication state. Seen during updates from the mobile app and when Charger is establishing a connection to the Hearing Devices.

Error States



All Lights Double-flashing Red: Error updating from the Eargo app or Bluetooth pairing error. Follow the in-app prompts to try again.

Hearing Device Double-flashing Red: Charging interrupted. Remove and replace Hearing Device(s) in Cradle.

Charge Your Eargo Devices

Position the Eargo Device above the Charger. Ensure the Removal Thread is pointing upwards and the Trumpet is pointing out.

Press Device into Charger so that the R or L marker is centered and facing straight up. Use your thumb or finger to press down on the marker. Hearing Devices will turn off when placed inside cradles.

It takes about 3 hours to charge a depleted Charger or Hearing Devices, and about 4 hours to charge all 3.

Hearing Devices may produce feedback noise (chirping or whistling) when placed into a depleted Charger. If this happens, plug in the Charger.

Choose somewhere other than the bathroom to charge, as long-term exposure to moisture can harm your Charger or Hearing Devices.



Remove From Charger

Lift your Eargo Device out of Charger by its Removal Thread. It will automatically turn on after about 10 seconds. Eargo Devices last up to 16 hours when fully charged.



Insert Into Ear



Check the side marker on the Device. L is for Left ear, R is for Right ear. Ensure the Removal Thread is pointing downwards for insertion. **Grasp the Device between your index finger and thumb.**



Gently press the Device, Trumpet first, into your ear canal and move it into place with your finger or thumb. The microphone end should rest at your ear canal opening.

If the Device feels loose or tight in your ear, see page 20 to learn about different Trumpet sizes.



For most ears, the Removal Thread Grip rests here (see above). If the Removal Thread Grip rests more deeply in your ear, grasp it and pull the Device out a bit.

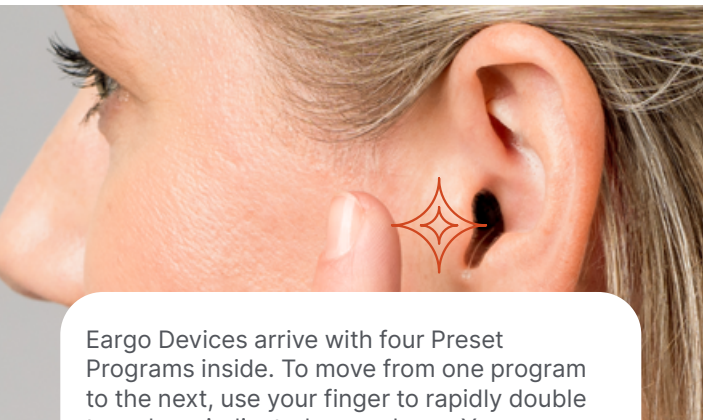
Insertion & Fit Tips

Feeling a tickle? Your ear canal can take a little time to get used to Eargo. Itching is a common experience, and the feeling usually goes away in a few days.

Everyone's ears are sized, shaped and curved a little differently, so your Eargo insertion technique may vary – even from left to right ear. You can gently explore and refine the fit of your Eargo devices. Here are some tips that may help with insertion:

- **Lift the ear:** pull the top of your ear upwards while inserting, to create space for the device.
- **Angle the device:** aim towards your nose while inserting it, to follow the pathway of your ear canal.
- **Open your mouth:** lowering your jaw while inserting can also create space in the ear canal.
- **Grasp the Removal Thread Grip** and pull the device out a little bit.

Select The Program With A Finger Tap



Eargo Devices arrive with four Preset Programs inside. To move from one program to the next, use your finger to rapidly double tap where indicated on each ear. You can use the Eargo app on your smart phone to change programs in both ears simultaneously.

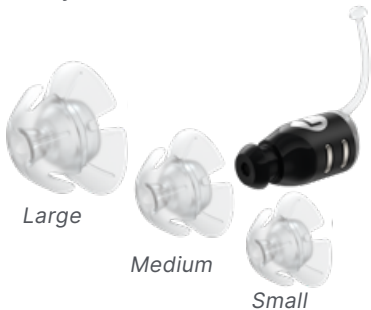
Remove From Ear



Grasp the Removal Thread Grip. Gently pull up and out to remove. Before replacing Devices in the Charger, wipe them gently with the Cleaning Cloth.

Find The Perfect Fit

Your Eargo Devices ship with Medium Trumpets attached. We have included other size options for you to ensure your ears are comfortable.



If your Eargo Devices seem too tight, try the Small size. If they seem too loose, try the Large size. It is perfectly okay to mix and match, everyone's ears are unique.

To order more of your preferred size, visit [eargo.com](https://www.eargo.com) and shop accessories.

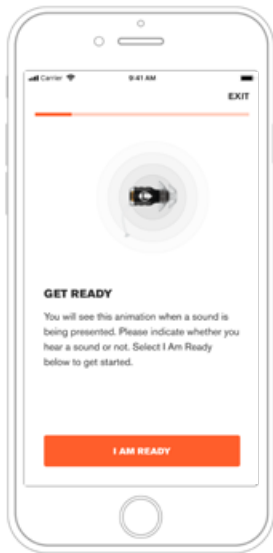
Self-Fit With Sound Match

Use Sound Match to self-fit Eargo Devices to your unique hearing and listening preferences in each ear. Download the Eargo app and connect your Charger. Sound Match appears automatically during first-time app use then can be accessed anytime from the app Menu. It takes about 5-10 minutes to complete.



Customize Using The App

Find somewhere quiet and comfortable to complete Sound Match. After applying the results, a Normal listening program will be generated to suit each ear. Further personalize your Eargo Devices: choose up to 3 listening environments that are most important to you (e.g. Restaurant, Meeting, TV, Phone, Music), right from the Mobile app.



Temporary changes to the active program

- Increase, decrease or mute the volume for one or both ears
- Switch to another listening program in both ears

Lasting changes to any program

- Configure a default volume for one or both ears in any program
- Enable or disable programs

Set the Programs to fit your needs

- Use Preset Programs 1,2,3 or 4 right out-of-the-box
- Complete Sound Match to get your Normal Program, then choose from:
 - Restaurant - Meeting
 - Phone - Music
 - TV

Service and Support

- Access My Account
- Receive and apply program updates from Eargo
- Manage notifications and alerts
- Contact Eargo Support

Care & Maintenance

It's really important to keep your Eargo Devices clean. Wax, oil or debris will affect their sound quality and performance.



The Trumpet, the Sound Outlet beneath the Trumpet, the Microphone/Sound Inlet and the Charging Contacts must all be clean to ensure the best experience.

Daily Care



Brush the Microphone to remove wax and debris.



Brush the Trumpet to remove wax and debris from the tip and holes.



Wipe Devices with the Cleaning Cloth before and after use.

Charger Care

Use the Cleaning Cloth to remove wax and debris from Charger Cradles and Charging Contacts.

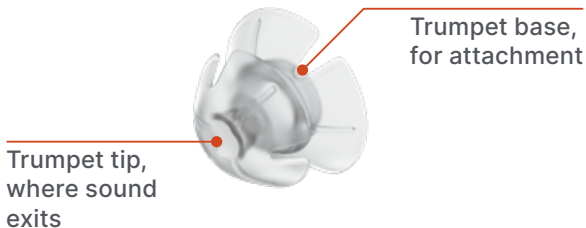
Your Cleaning Cloth can be laundered on a gentle wash cycle. Hang to air dry. Your Cleaning Brush can be washed with a gentle detergent. Rinse and dry thoroughly before reuse.



Trumpet Care

Change Trumpets about every month, or when sound quality is decreased. Inspect Trumpets regularly and replace them if any wear and tear is visible.

Intact Trumpets may be soaked in a gentle soap such as Dawn and warm water for 3-5 minutes to clean them. Rinse and dry thoroughly before reuse.



Remove The Trumpets



Hold the Device firmly around its middle.
With your other hand, grasp the bottom layer
of the Trumpet and peel it away.

Replace The Trumpets

Turn the Charger tray over to find accessories. Peel the film up and remove a Trumpet. Align the bare Sound Outlet with the base of the Trumpet. Press the device into the base of the Trumpet. Then, push the Trumpet tip down evenly so that it can't go on any further. Check for secure fit by gently tugging the Trumpet away from the Device.



Deeper Cleaning

You can use the Eargo putty cleaning kit to deep clean your Hearing Devices every 2-4 weeks or as needed.

The putty is great for removing visible and non-visible debris from the tiny nooks and crannies of the Sound Outlet and Sound Inlet. The alcohol wipe is great at breaking down build-up like wax, oil and sweat.



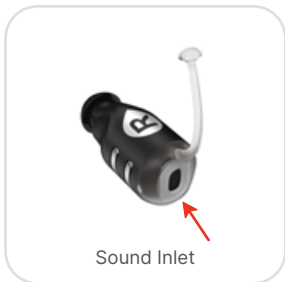
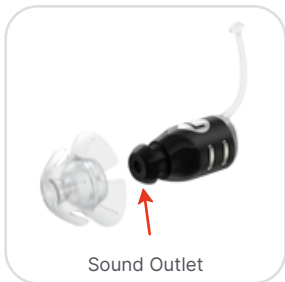
Putty



70% Isopropyl Wipes

Notes:

Never poke the hearing aid with anything sharp. This can damage the parts. Don't twist, fold or crimp the Removal Thread. Do not eat the putty.



Remove the Trumpets and set them aside.

Wipe first. Use the wipe all over the bare Devices.



Deeper Cleaning, Continued

Use the putty. After you wipe the bare Devices, knead the putty and make it into a roll or a ball.

- Hold the putty in one hand and the Hearing Device in the other.
- Gently press the putty into the Sound Outlet and peel it away. Do this a few times. This should clean up the mesh where amplified sound exits the Device.
- Gently press the putty into the Sound Inlet and peel it away. Do this a few times. This should clean up the mesh where sound enters the Device.
- Repeat on the other Device.

Wipe again. Reuse the alcohol wipe all over the bare Devices one more time, to remove any residue.

- Replace Trumpets onto Devices. See how on page 29.



For more details on caring for your Eargo Devices, please visit our online video library at eargo.com/guides. Need help, accessories or want to learn more? Visit us at eargo.com.



Getting Used To Eargos

When you start wearing Eargo, the range of hearing you have access to changes for the better! Your brain will be working with sounds you may not have heard for some time. Little noises—water running, and paper crumpling— may suddenly seem quite loud. This is a common experience.

You'll need to spend some time getting to know these soft, high pitch parts of the spectrum again. They're the same types of sounds that make speech seem crisper. Be patient during this time, and try out the different listening programs. After several weeks, many people find that it's easier to hold a conversation, and hear better in noisy environments - their listening effort has decreased. Remember, the key to anything is practice - so get out there and start conversing!

Get the very best out of your Eargo experience by being an active listener. Here are some useful strategies for you and your conversation partners that will help you hear life to the fullest:

- Face-to-face communication always works best.
- Good lighting and minimal distractions make listening easier.
- Your conversation partner should get your attention before speaking. A simple heads-up really helps!
- Speaking clearly and slowly works better than shouting.
- If it's noisy, position yourself so the main source of noise is behind you.
- Sit close by to the sound source at meetings, lectures and places of worship.

Sometimes people experience feedback, like whistling or buzzing, when talking on the phone and wearing a Hearing Device. This can happen when the phone is too close to the ear. The proximity can create a feedback loop between the phone's speaker and the Device's Microphone. If this happens, move the phone back from your ear an inch or two, and try holding it at an angle.

(800) 615-9000
eargo.com

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