

# EARGO

## USE AND CARE

### USER GUIDE PART 2



# Congratulations!

**Important** first steps toward success - please follow:

- 1. Plug in your system to wake from ship mode, using the included USB-C cable.**
- 2. Register your product** with Eargo one of these 4 ways to access the full experience and individualized support:
  - **Scan the QR code:** Use your phone camera to scan the QR code on the cover of this guide
  - **Go online:** [www.eargo.com/register](http://www.eargo.com/register)
  - **Call us by phone:** (866) 761-1752
  - **Connect to the Eargo mobile app**
- 3. Download the Eargo App:**



# Optimize Your Eargo Experience

- **Self-fit and customize your devices in the Eargo app**
- **Adapt and adjust to a new world of sound**
  - Be patient, it takes time for your ears and brain to get used to hearing aids
  - Read this guide
  - View our how-to videos at [www.eargo.com/guides](http://www.eargo.com/guides)
  - Use the 30-day Tutorial in the Eargo app
  - Go to [www.eargo.com/eargo-101](http://www.eargo.com/eargo-101) to attend a “getting started” educational webinar
  - **Need more help?** No problem. Call us at **(866) 761-1752** or visit us online at [www.eargo.com](http://www.eargo.com)

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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



Alcohol  
Wipes



Cleaning  
Brush



USB  
Power Adaptor



Putty Cleaning  
Sticks



Cleaning  
Cloth

# Get To Know Your Hearing Aid





# Get To Know Your Charger



# Get To Know Your Charger



Charging  
Contacts

Microphone Port

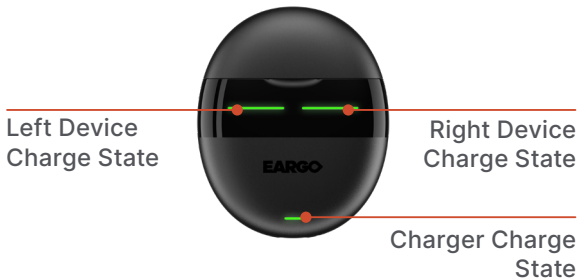
Cradle for  
Hearing Device



USB-C  
Charging  
Port

**Reset Button** - *If instructed to reset Charger, activate the internal button with a paperclip.*

# Hearing Device & Charger LEDs



**Solid Green:** 100% charged



**Breathing Green:** 25-99% and charging



**Breathing Red:** Less than 25% and charging

LEDs time out after ~12 seconds.

## Charger Charge State – Unplugged



**Solid Green:** 25-100% charged





**Solid Red:** Less than 25% charged

*A fully charged Charger provides up to 14 full charges to the Eargo devices.*

# Connectivity States - Eargo Mobile App



 **Solid Blue:** Bluetooth pairing and connection with the Eargo mobile app

 **Breathing Blue:** Programming/updating in progress via the Eargo mobile app

## Error States



**Double-Flashing Red:** Indicates an error state

**All 3 LEDs Flashing Red:** Update error in the Eargo mobile app — follow the prompts in the app

**Hearing Device LED(s) Flashing Red:** Hearing device charging has been interrupted — remove and correctly re-insert the hearing device into the cradle

# Charge Your Charger



## Charge Your Charger One Of Two Ways:

- 1. Wall or USB:** Use the included USB-C cable and adaptor.
- 2. Wirelessly:** place on a compatible mat (not included) with the LEDs facing upwards. The coil is located in the back of the charger.

# Charge Your Eargo Devices



1. Position device above its cradle. Ensure the removal thread is pointing up and the trumpet is pointing out.



2. The L/R marker should be centered and facing straight up. Press down on it with your thumb.



3. Close the charger lid, **ensuring the removal threads do not get caught.**





Hearing devices will turn off when correctly inserted in charger. They may produce feedback noise (whistling) if placed into a depleted charger. If this happens, plug in the charger.

<b>Time to recharge</b>	<b>USB-C</b>	<b>Wireless</b>
Depleted charger	3 hrs	4 hrs
Depleted hearing devices	2 hrs	2 hrs
Depleted system	3 hrs	4 hrs

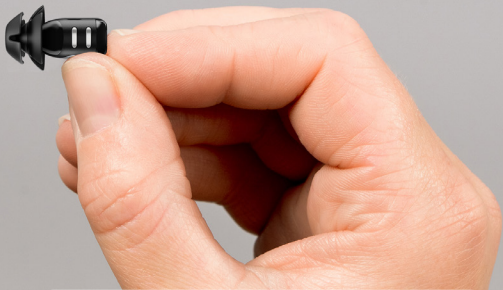
Choose a moisture-free location to charge Eargo (not the bathroom) because long-term exposure can harm the components.

## Remove From Charger

Lift your Eargo device out of the charger by its removal thread. It will automatically turn on after about 12 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.

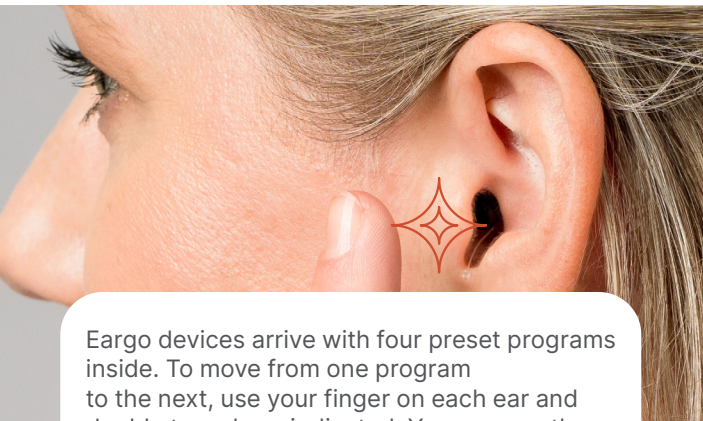
## Insertion & Fit Tips

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 path 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 Double Tap



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

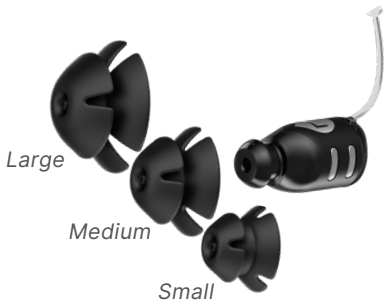
## Remove From Ear



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.



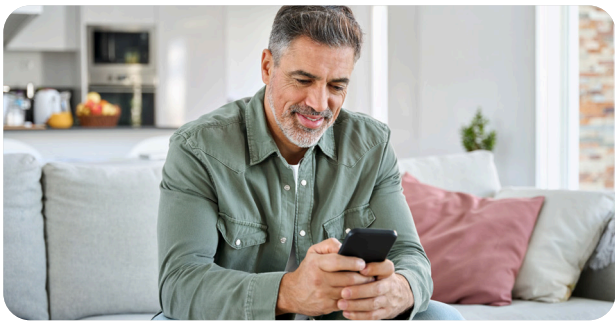
If your Eargo devices seem too tight, try the small size. If they seem too loose, try the large size. It is perfectly okay to mix and match, everyone's ears are unique.

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



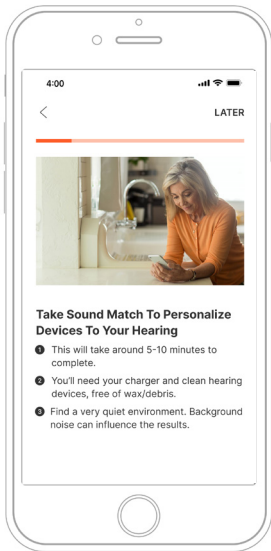
## Self-Fit With Sound Match

Use Sound Match to self-fit Eargo devices to your unique hearing needs and listening preferences in each ear. Download the Eargo app and connect your charger. Sound Match appears automatically during first-time app use and 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 default volume, treble and bass for one or both ears in any program
- Enable or disable programs
- Configure noise reduction to prioritize clarity or comfort

## 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 MyAccount
- Device scan
- Receive and apply program and software updates from Eargo
- Manage notifications and alerts
- Contact Eargo support
- First 30 Days tutorial to guide your Eargo journey

## 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 it, the microphone/sound inlet and the charging contacts must all be clean to ensure the best performance.

## 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. Use the included brush to gently remove debris from the microphone port.

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 if 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

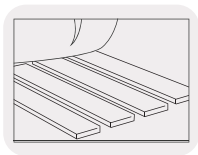
Turn the charger tray over to find accessories. Peel the film up and remove trumpet. Align the bare sound outlet with the base of the trumpet. Press the device into the base of the trumpet. Then, push the trumpet tip down evenly so that it can't go on any further. Check for secure fit by gently tugging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



## Deeper Cleaning

You can use the Eargo Deep 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 helps clean where amplified sound exits the device.
- Gently press the putty into the sound inlet and peel it away. Do this a few times. This helps clean 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.



Applying putty to the  
microphone/sound  
inlet area

Applying putty to the  
sound outlet area



For more details on caring for your Eargo devices, please visit our online video library at [eargo.com/guides](https://eargo.com/guides). Need help, accessories or want to learn more? Visit us at [eargo.com](https://eargo.com).

## Eargo Device Scan – Mobile App

Use Device Scan to ensure long-term device performance and to easily identify maintenance needs. This Eargo app feature identifies clogging or damage that might affect the sound inlet (microphone) or sound outlet (receiver). It takes <1 minute, then informs you that they're in good condition or guides you through troubleshooting.

**Ensure the removal threads do not get caught when closing the lid.**



## 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 sound 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.



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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. We recommend using speaker phone and the app-selectable Phone program. You can also try holding the phone to your ear at an angle, backing the phone away from your ear an inch or two, or trying a larger sized trumpet.

**(866) 761-1752**  
**eargo.com**

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