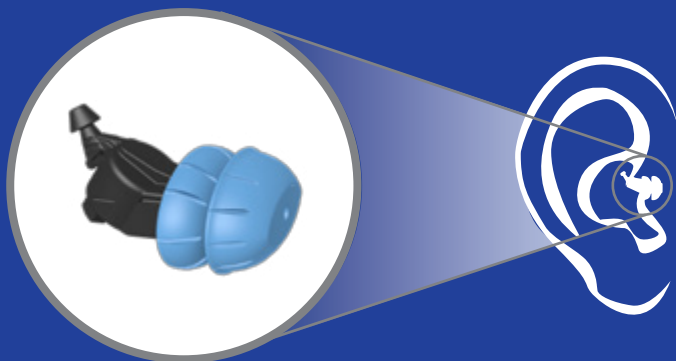


iHEAR^{HD}



HIGH DEFINITION HEARING DEVICE

User Guide



iHear Loud & Clear[®]

iHEAR[®]

IMPORTANT NOTICE

The iHEARHD is a hearing device designed for adults who need hearing enhancement and is not to be worn by individuals under the age of 18. The Food and Drug Administration has determined that it is in your best health interest to have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. The purpose of a medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before a hearing aid is purchased. Following the medical evaluation, the physician can give you a written statement (medical clearance) that states that your hearing health has been evaluated and that you may be considered a candidate for a hearing aid. The physician may refer you to an audiologist or a hearing aid dispenser, for a hearing aid evaluation. You may also send (by mail, fax, or e-mail) the signed medical clearance to iHear Medical for the purpose of purchasing a hearing aid. Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law also permits a fully informed adult to sign a medical waiver statement declining the medical evaluation. The exercise of such a waiver is not in your best health interest and its use is discouraged. iHear Medical will not sell a hearing device to you unless you either (1) obtain a signed medical clearance, or (2) review and accept the medical waiver statement.

Read the User Guide before using the iHEARHD®.

Infrequent use of a hearing device does not permit a user to attain full benefit from it.

Hearing device will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.

CONTRAINDICATIONS FOR USE

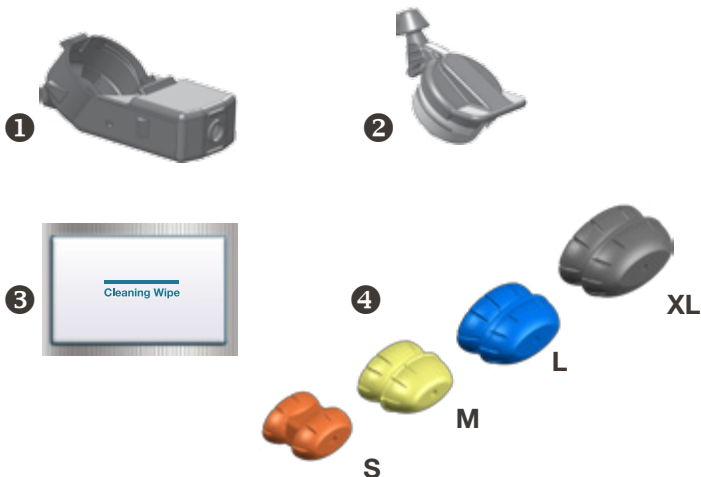
The following conditions contraindicate the use of the iHEARHD. If you know or suspect you have the following conditions, do not use the iHEARHD without consulting your physician.

- a. Visible deformity of the ear
- b. Current ear infection
- c. History of active drainage from the ear within the past 90 days
- d. Sudden or rapid progression of hearing loss within the past 90 days in one or both ears
- e. Acute or chronic dizziness
- f. Visible evidence of significant cerumen (ear wax) accumulation or a foreign body in the ear canal
- g. Pain or discomfort in the ear
- h. Individuals with poor dexterity, poor vision or significant dementia
- i. Fluctuating hearing sensitivity
- j. Sudden onset or rapid worsening of tinnitus within the past 90 days
- k. History of conductive or mixed hearing loss or ear surgery

WHAT IS INCLUDED

Important Notice: **Red** marking refers to right device and right ear. **Green** marking refers to left device and left ear.

- ① iHEARHD® Device
- ② 1x Battery Pack
(3 Battery Modules / 1 month supply)
- ③ 1x Cleaning Wipe
- ④ 4x Comfort Tips: S, M, L, XL



REQUIRES

- The iHearUSB™ device and Programming Cable for programming the iHEARHD device (included with the iHearTest™ kit)
- Download the Software application on-line at:
www.iheardmedical.com

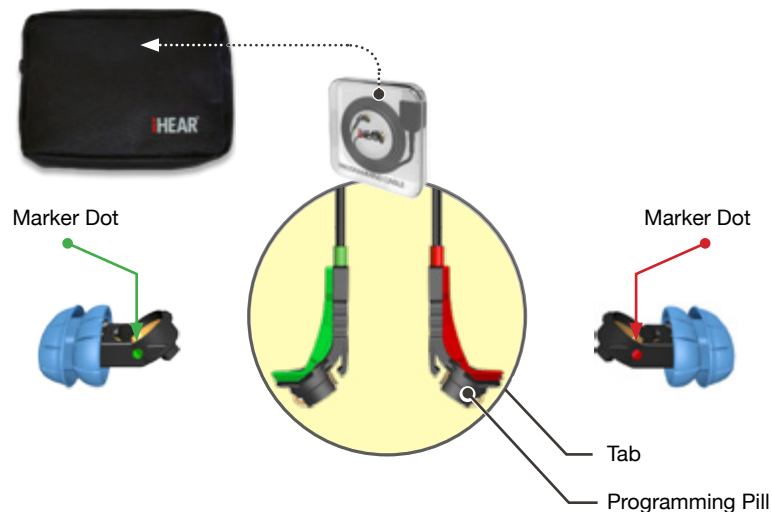
The iHearUSB & Programming Cable

The iHearUSB module and the Programming Cable are essential tools used to program your iHEARHD device.

Open the iHearTest and remove the iHearUSB module.



Locate the Programming Cable inside the Travel Case.



Green connects to and programs the **Left** device.
Red connects to and programs the **Right** device.

Congratulations on your purchase of the iHEARHD.

This guide shows the different steps required to get your iHEARHD device ready for use. Visual icons are used in different sections to guide you from software and device setup, sizing of your ear canal, device preparation, using the Tool Kit to the care and maintenance of your iHEARHD.



SOFTWARE SETUP

PAGE

2-6

Downloading, setup and installation of the iHear software application



DEVICE SETUP

7-8

Setting up & preparing the device for use



SIZING

9-10

Sizing your ear canal for optimum fit of the device



iHEARHD

11-14

Preparing your device for use and turning it on for the first time.



TOOL KIT

15-23

Tool for use with your device, including a Remote Control to adjust and cycle through the programs



CARE & MAINTENANCE

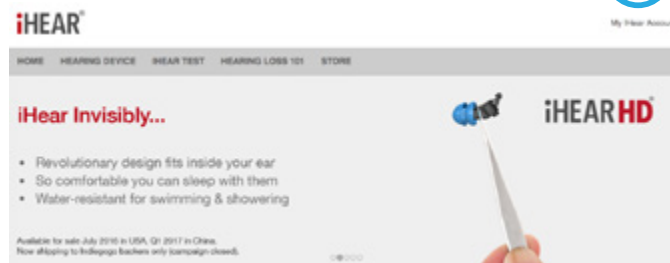
24-25

Tips on care for your device, accessories and extending the battery life

In order to use or register iHear Medical products or services, please create an account. (Skip if you have an iHear account and proceed to **Sign in.**)

Go to: www.iheardmedical.com

Click on **My iHear Account.**



To create a new account fill in the required information then Click on **1** Sign up.

Click on **2** Sign In to sign in to an existing account.

Once you've created your iHear account you will receive notification by email to activate your account.

Go to: www.iheardmedical.com/signin and Sign in to your account.

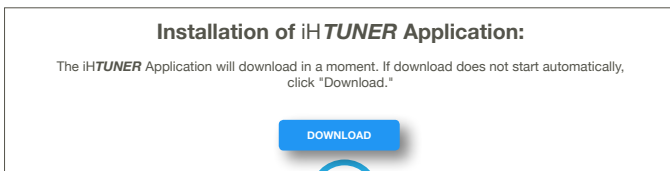


The Dashboard is the launch site for all iHear software programs. Go to **iHTUNER** and **Click** on **LAUNCH APPLICATION**. This launches the **iHTUNER** application if it is already installed. If **iHTUNER** is not yet installed on your computer, you will be prompted to download and install the software.



To Install the iHear Software

Click **DOWNLOAD** then complete the installer setup wizard. Agree to the license agreement, then follow the step-by-step procedures to complete the iHear software installation and product activation.



If you have just finished installing the software, by default the **iHTUNER** application should launch automatically for you the first time. If you need to re-launch the application, follow these instructions:

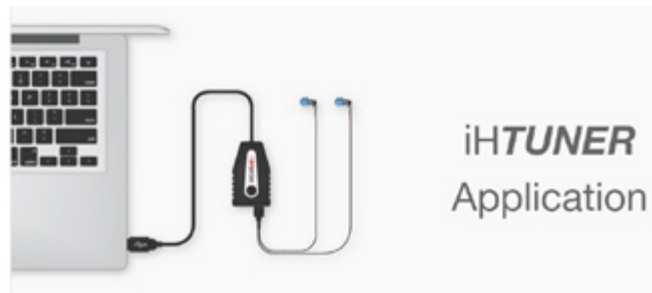
1. Sign in to you account at www.iheardmedical.com/signin
2. Click on the **LAUNCH APPLICATION** button for **iH TUNER**

-OR-

Locate the **iH TUNER** application on your hard drive by searching for the application by name and then **DOUBLE-CLICK** on the **iHTUNER** APP icon then **SIGNIN** to your account.

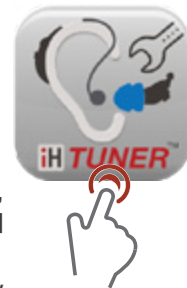
iHTUNER

Click on **PROCEED TO iHTUNER**



The **iHTUNER** Application allows you to program your **iHEARHD** device(s) based on your personal needs.

PROCEED TO iHTUNER





- 1) Attach the iHearUSB to your computer's USB port.
- 2) Attach the Programming Cable to the iHearUSB
- 3) Clip the iHearUSB to your shirt.
- 4) Select "Left & Right", "Left Ear Only" or "Right Ear Only" to proceed

☐ LEFT EAR ONLY

☒ LEFT & RIGHT

☐ RIGHT EAR ONLY



DO NOT insert the **iHEARHD** into your ears until prompted by the **iHTUNER** Application.



- 1 Read the contraindications (medical waiver).
- 2 By clicking on the appropriate boxes you acknowledge that you do not have any of the conditions (Contraindications) listed therein and that you have read and understood the statements.

Once you agree to the Terms and Conditions,

- 3 **PROCEED TO iHTUNER** and follow the step-by-step onscreen procedures.

1 I. Contraindications (Medical Waiver)

The following conditions contraindicate the use of the iHEARHD. If you know or suspect you have the following conditions, do not use the iHEARHD without consulting your physician.

- Visible deformity of the ear
- Current ear infection
- History of active drainage from the ear within the past 90 days
- Sudden or rapid progression of hearing loss within the past 90 days in one or both ears
- Acute or chronic dizziness
- Visible evidence of significant cerumen (ear wax) accumulation or a foreign body in the ear canal
- Pain or discomfort in the ear
- Individuals with poor dexterity, poor vision or significant dementia
- Fluctuating hearing sensitivity
- Sudden onset or rapid worsening of tinnitus within the past 90 days
- History of conductive or mixed hearing loss or ear surgery

2 II. Disclaimers

By checking this box you acknowledge that you are an adult age 18 or older, have read and understood the above Disclaimers statement and the Precautions and Safety Information Statement.

By checking this box and clicking on the "Proceed to iHEARHD" button below, you certify that you do not have any of the conditions (Contraindications) listed above. You also acknowledge that you have been advised by iHear Medical, Inc. that your best health interest would be served by having a medical evaluation by a physician.

If you have any of these conditions please [click here](#).

BACK

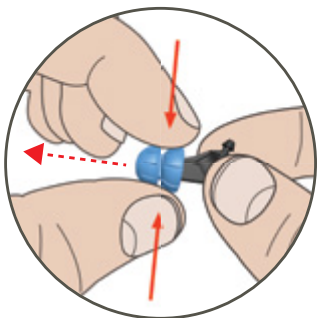
PRINT

PROCEED TO iHTUNER

3

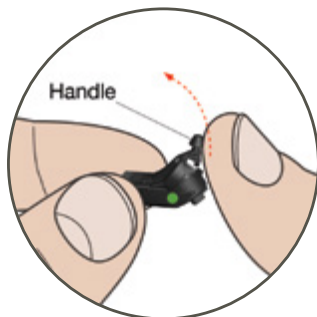


Prepare the iHEARHD for use

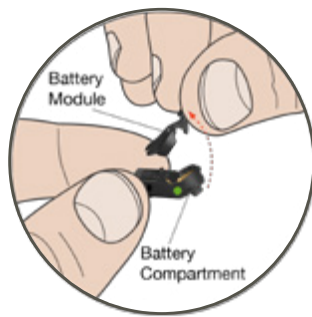


PINCH & PULL OUT
the Comfort Tip

Remove & Dispose the Display Battery Cover



PUSH UP Handle

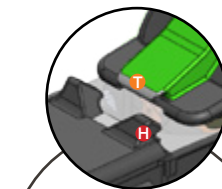


PULL UP

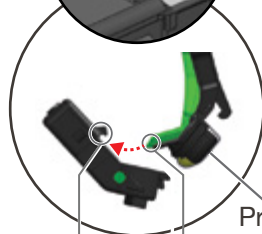


Repeat this step if you purchased both (Left & Right) hearing devices.

Insert the Programming Pill to the iHEARHD device



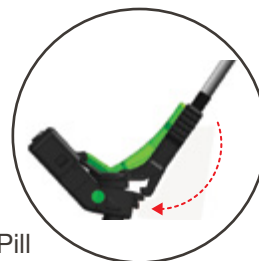
Align the Tab to the Hook,
Rotate Down & Lock



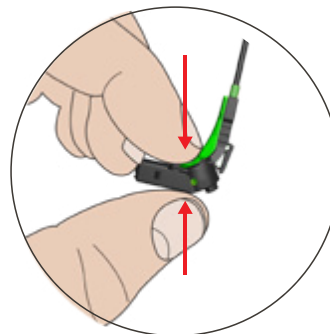
Programming Pill

Hook Tab

INSERT
Tab under the Hook



ROTATE DOWN



PINCH & LOCK

Until you feel a snap.
This indicates a
secure connection.



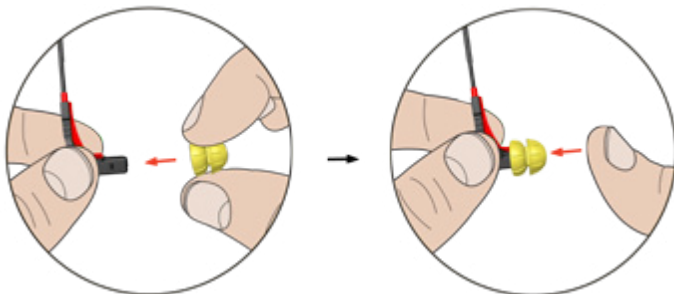
Repeat this step if you purchased both (Left & Right) hearing devices.

Sizing the ear canal

Select the Correct Comfort Tip (Tip) Size for your Ear(s)



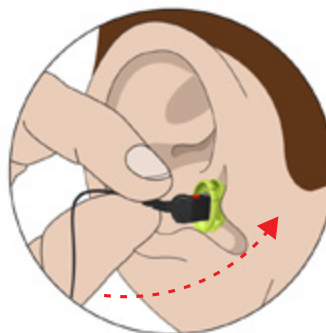
Attach the selected Tip to the Programming Cable



- ▶ You will feel a light snap or hear a light click as the Tip locks in.
- ▶ Correct Tip size should effectively block ambient sound – *like putting on earplugs*, it should be tight but comfortable.
- ▶ Left and right ear sizes may vary.
- ▶ Repeat this step if you purchased both (Left and Right) hearing devices.

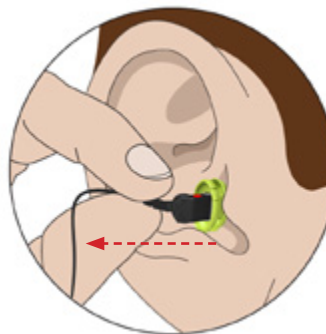


Inserting and Removing the Programming Cable with the Tip into the Ear Canal



INSERT & PUSH IN

Gently into ear canal

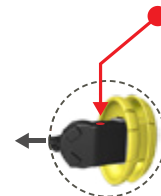


PULL OUT

Gently to remove



Pulling your ear, up or back, may help insertion.



Marker Dot **UP**
 Handle **BACK**



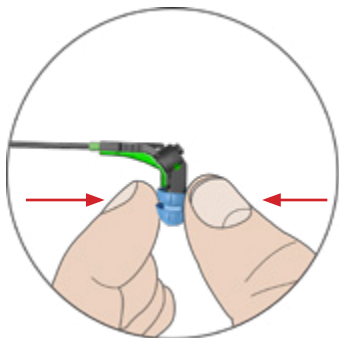
DO NOT push too far in.
 The handle needs to be accessible for removal of the device.

DO NOT push in the device if it feels uncomfortable.

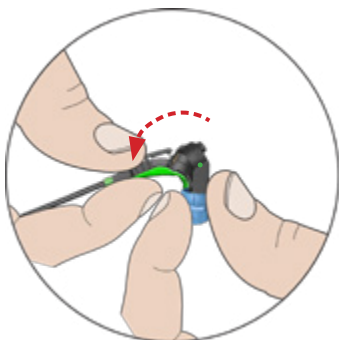


Releasing the Programming Pill

After you successfully program the device, release the Programming Pill to prepare it for use.



PINCH To Hold



ROTATE DOWN To Release



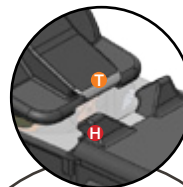
Store the Programming Cable back in its case.



Inserting the Battery Module & Turning ON the device



The Battery Module is designed to seal the device and act as an ear wax filter.

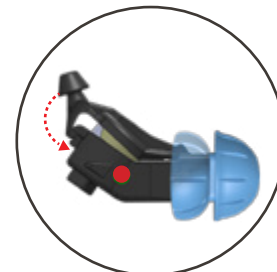


PULL tape before use to activate the battery.



INSERT

Tab under the Hook

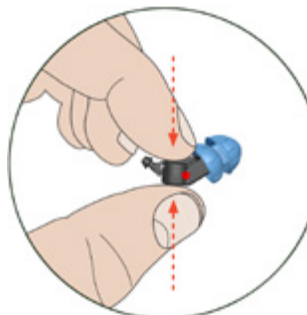


ROTATE DOWN

The device is now **ON**.



You will hear the startup melody when the iHEARHD is in your ear and ready for use.

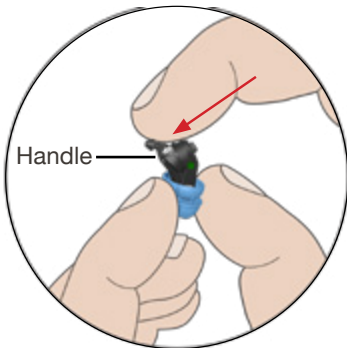


PINCH & LOCK

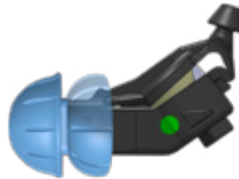
To Turn ON



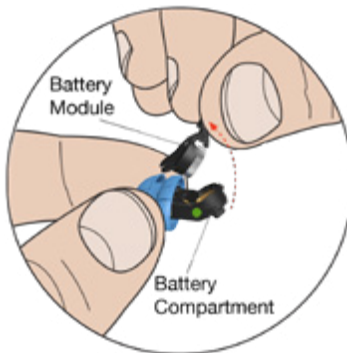
Removing the Battery Module and Turning OFF the device



Hold as shown then
PUSH Handle to release



The device is now OFF.

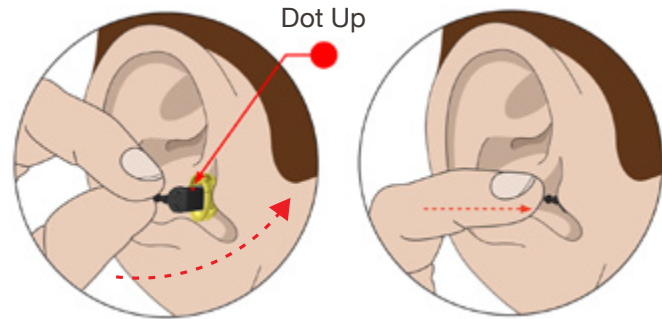


PULL OUT the
Battery Module to replace

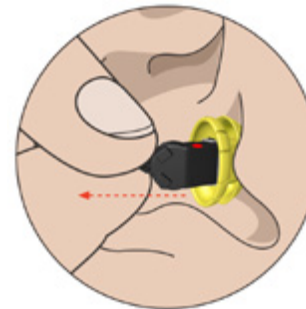


Use only iHear Battery Modules.

Inserting and Removing the iHEARHD device from the ear canal



INSERT & PUSH IN Gently into ear canal



PULL OUT
Gently to remove

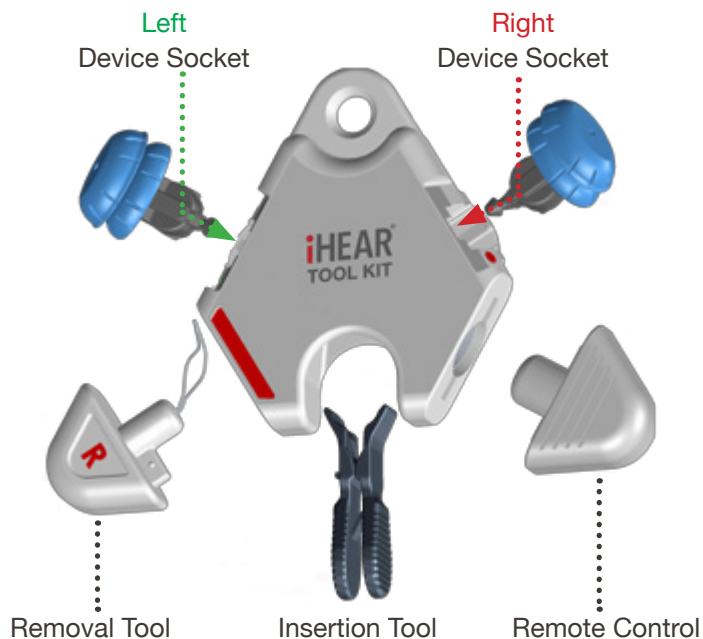


Correct Tip size should effectively block ambient sound – like putting on earplugs, it should be tight but comfortable.

- ▶ Pulling your ear, up or back, may help insertion.
- ▶ Left and right ear sizes may vary.
- ▶ Repeat this step if you purchased both (Left and Right) hearing devices.



The Tool Kit is a multi-purpose tool designed for use with your iHEAR^{HD} device. It may be used to store your device, and comes with a variety of tools to aid in the insertion or removal of the device from your ear. It also holds the Remote Control to cycle through the different programs.



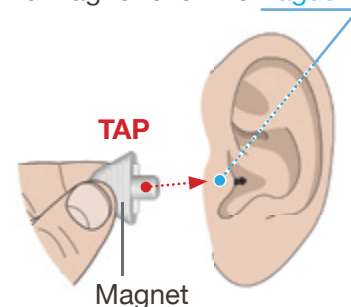
Use the device sockets to dock and turn OFF the iHEAR^{HD} device when not in use or for storage.



Change the Program Settings

To change the setting, tap the magnet over the **tragus** area.

Each tap cycles to the next program setting. With each tap, you will hear beeps that indicate the program setting.



Beeps & Remote Control Guide



You will hear different beeps to help you identify the changes in our settings

PROGRAM SETTING BEEPS

ACTION	SETTING	# OF BEEPS	DESCRIPTION
MAGNET TAP	PROGRAM #1	1	Default Program
MAGNET TAP	PROGRAM #2	2	Loudness Program
MAGNET TAP	PROGRAM #3	3	Quiet Program
MAGNET TAP	PROGRAM #4	4	Clear Speech Program

OTHER BEEPS

	DEVICE START UP	STARTUP MELODY WHEN YOU SNAP IN THE BATTERY
	LOW BAT INDICATOR	4 LOW-PITCHED BEEPS WHEN BATTERY IS LOW

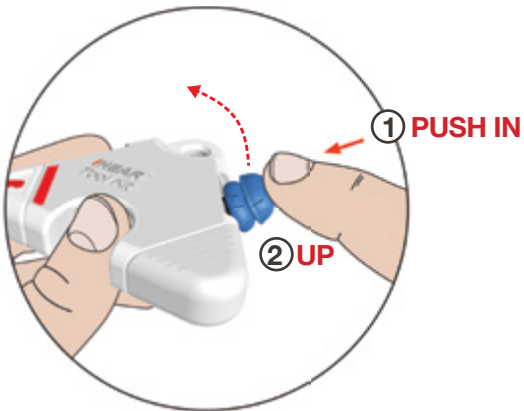


Storing & Turning OFF the iHEARHD Using the Tool Kit

Insert the iHEARHD into the device socket



Turn OFF: **PUSH IN** Then **UP**

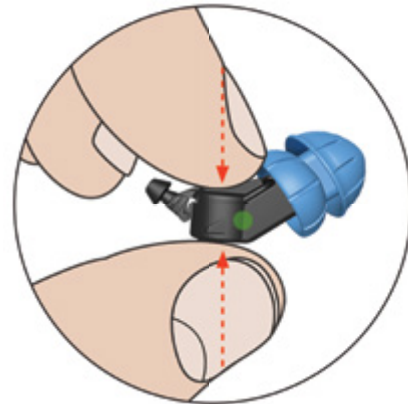


Turn device OFF after use to prolong battery life.

Removing the iHEARHD from the Tool Kit and Turning it ON



PULL OUT

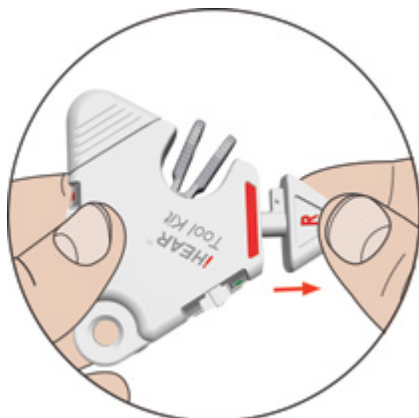


SNAP IN
the Battery Module
to Turn **ON**

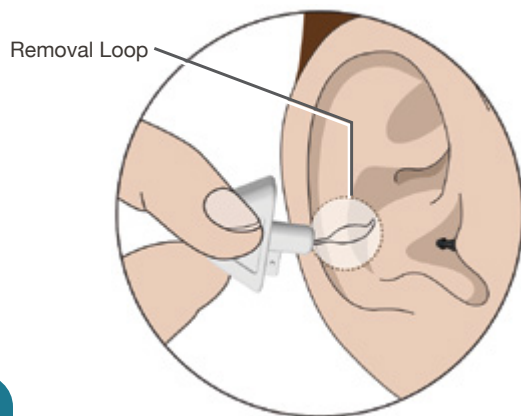


You should feel a light snap as the battery module securely locks to the device.

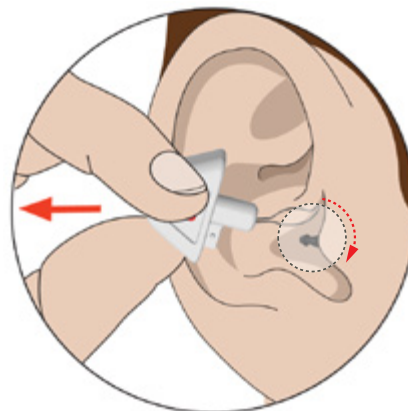




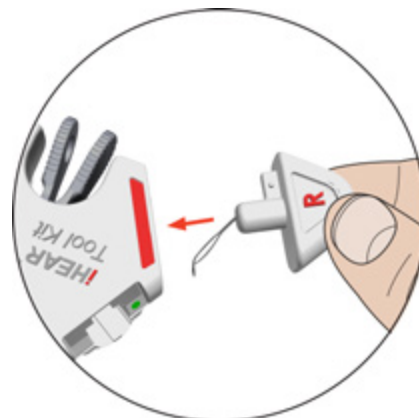
PULL OUT



The removal loop should be curved up.



Place the removal loop over the device handle. Gently pull out the iHEARHD device from the ear canal.



PUSH IN to store in Tool Kit



PULL to remove and **PUSH** in to re-insert.



ATTACH the Insertion tool to the iHEARHD



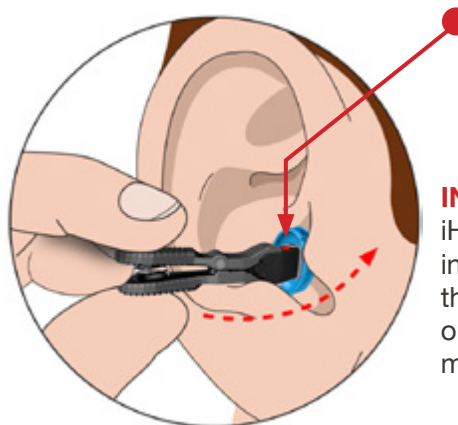
Marker Dots Match



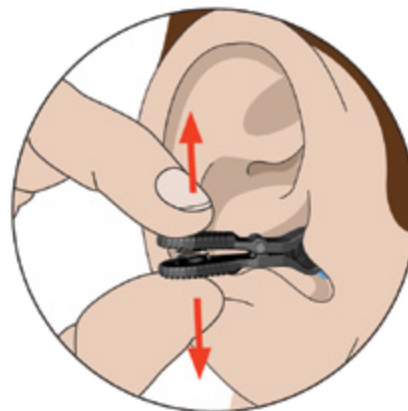
Marker Dots Do Not Match



The Insertion Tool's marker dot should line up and match the color of the device's marker dot.



INSERT the iHEARHD device into your ear with the **RED** (for right), or **GREEN** (for left) marker dot facing up.



Wiggling the iHEARHD device up and down may ease insertion into your ear canal.



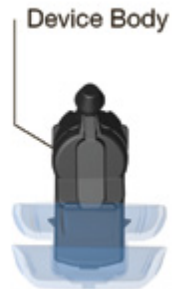
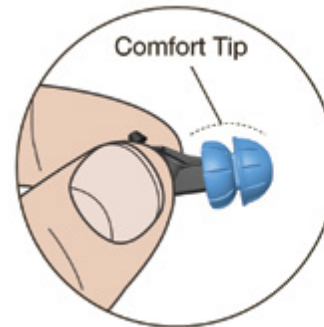
Use the Carrying Case to conveniently and safely store your HD device and other essential supplies.



Dock the iHEARHD device into the Tool Kit to store. The Tool Kit has been designed to turn off and hold your device to prolong battery life.



Clean the iHEARHD using the Cleaning Wipe.



- ▶ Hold the device body as shown and wipe down the entire surface of the device. **DO NOT** remove the Comfort Tip from the device while cleaning.
- ▶ Replace Tips once a month for optimum performance and hygiene.
- ▶ Repeat this step if you purchased two (Left and Right) hearing devices.



**IMPORTANT**

DO NOT USE isopropyl alcohol or alcohol wipes to clean the iHEARHD.
This may damage the device and void the warranty.

- ▶ The iHear Cleaning Wipes are available in a pack of 20 pairs (40 wipes total)
- ▶ Comfort Tips need to be replaced once a month for optimum performance and best hygiene practices. Comfort Tip replacements are available through our on-line store at www.iheardmedical.com or through our customer support by dialing toll free 1 (844) IHEAR44 (1-844-443-2744).
- ▶ Visually check your Comfort Tips daily to ensure they are not soiled or damaged. If damaged, replace immediately.
- ▶ Earwax build up on the device may obstruct sound delivery in your ear and reduce the volume, or the sound quality. Clean the device daily, and replace the battery module and Comfort Tip periodically to avoid earwax contamination of the device.
- ▶ The iHEARHD is designed to withstand limited water exposure such as surface swimming and showering. Exposure to chlorinated water or high-pressure water may damage the hearing device or the battery module. Should this happen, replace the battery module.

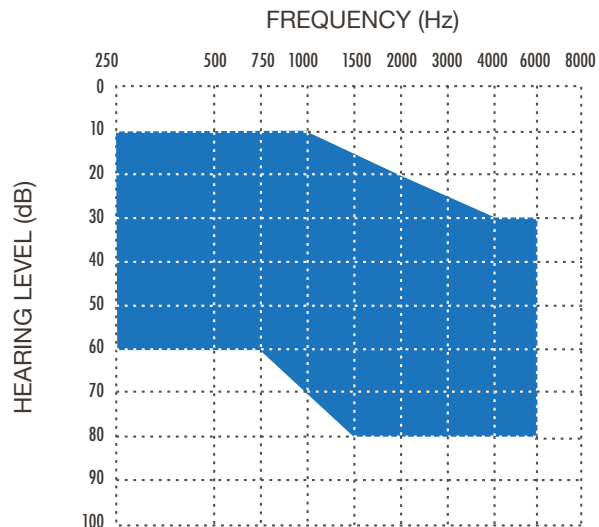


DO NOT wash the iHEARHD
with soap and water.

TECHNICAL SPECIFICATIONS

RECOMMENDED HEARING ABILITY RANGE

Mild Loss | Moderate Loss | Moderate to Severe Loss



The iHEARHD is not suitable for severe or profound hearing loss.

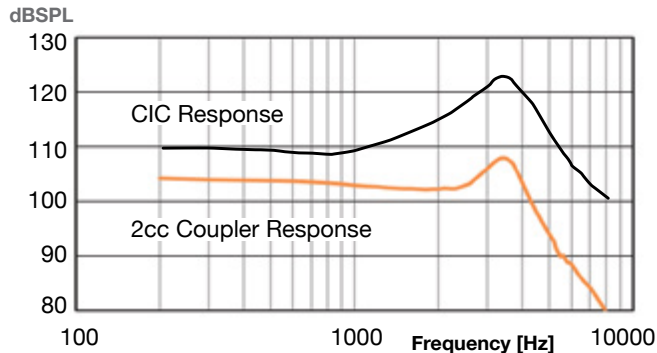
Battery Life	150 Hours (10 days of typical 14 hrs/day use)
Comfort Tip Life	30 days (typical use)
Storage Temperature	40°F - 130°F (-40°C - 54°C)
Shipping Temperature	40°F - 130°F (-40°C - 54°C)



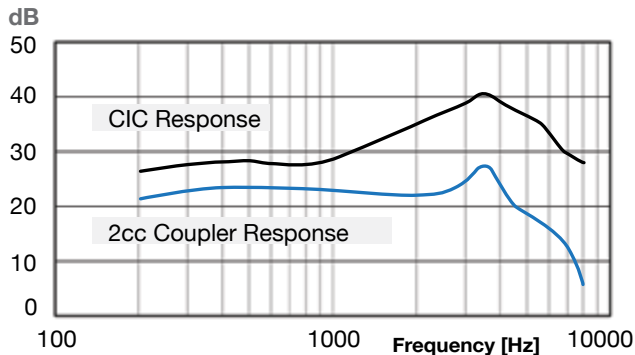
Storing or shipping the device outside of the specified temperature range may cause the electronics to fail.

TECHNICAL SPECIFICATIONS

MAXIMUM OUTPUT (OSPL 90)



FREQUENCY RESPONSE & MAXIMUM GAIN* AT 60 dB SPL INPUT



*Nominal compression ratio settings of 1.4

ANSI S3.22 - 2003

OUTPUT	
Maximum Output	109 dB
HF Average OSPL90	104 dB
AMPLIFICATION	
Max. Peak Gain	27 dB
HF Average RTG	23 dB
Minimum Frequency Range	200 Hz - 7 kHz
HARMONIC DISTORTION	
500 Hz	1.5%
800 Hz	1.5%
1600 Hz	1.5%
EQUIVALENT INPUT NOISE	
	20 dB SPL
ADAPTIVE ATTACK TIME	
	8 ms - 256 ms
ADAPTIVE RELEASE TIME	
	32 ms - 256 ms

Computer and Software Requirements*

- ▶ Personal computer with USB 2.0+ port
- ▶ iHear Software (Available for download online)
- ▶ Operating System: Windows 7 or higher
Mac OS 10.9 or higher
- ▶ Internet connection 512 Kbps or higher

*Visit www.ihearmedical.com/faq for the most up-to-date compatibility information.

WARRANTY

iHear Medical, Inc. Limited One Year Warranty

This warranty is extended to the original purchaser of the **iHEARHD** and covers defects in material and workmanship for a period of one year from the date of shipment of the device.

If the **iHEARHD** contains a defect in material or workmanship, iHear Medical, Inc., at its option will repair or replace the device at no charge except for transportation to and from the point of service. It is the purchaser's responsibility to return the **HEARHD** directly to iHear Medical, Inc. after receiving authorization to return.

This warranty does not cover breakage or failure due to tampering, misuse, carelessness, improper maintenance, excessive wax build-up, accidents, liquid exposure or modification. The warranty is void if the device is repaired by anyone other than iHear Medical, Inc.



DEVICE & SIZING INFORMATION

For reference purposes please be sure to record pertinent information below for professional support or for reordering purposes.

Right iHEAR**HD** Serial Number

Left iHEAR**HD** Serial Number

Right Comfort Tip Size ☐ ☐ ☐ ☐

Left Comfort Tip Size ☐ ☐ ☐ ☐

S M L XL

NOTES





An electronic version of this user guide is available online.
To view, **SIGN IN** to your account and **CLICK** on **SUPPORT**.

IMPORTANT: Use requires acceptance of the software license terms presented electronically during setup.

Keep the **iHEARHD** device and parts out of reach of pets and children. Pets have been known to chew on them. Hearing aids and parts can be dangerous if they are swallowed by children or pets. Contact your doctor or veterinarian if the **iHEARHD**, or any part of, is accidentally swallowed.

Made by iHear Medical in California, USA

U.S. and international patents issued and pending.

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iHEAR[®]

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