

**eara**<sup>®</sup>  
HEARING



**EXPLORE LI +**

**INSTRUCTION MANUAL**

# Welcome



## Congratulations!

We are so glad you have decided to join our community.

We are passionate about helping our patients hear better with our award-winning technology and look forward to sharing the same exceptional sound with you.

Please be aware that your hearing aids will be tailored to your unique hearing loss after completion of the hearing test in the HA FIT APP. As a result, they may not be suitable for others.

Prior to use, we highly advise carefully reviewing the user manual. This ensures you maximize the benefits and avoid potential damage due to improper use.

For any questions about operation or maintenance of your hearing aids, please feel free to view our online user tutorials on care and use. If you have any further questions, contact our customer service team for assistance.

P. (800)-933-0885

E. [info@earahearing.com](mailto:info@earahearing.com)

W. [www.earahearing.com](http://www.earahearing.com)

Make sure to follow us on social media and reach out to us if you have any questions!

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# Safety and Precautions

## Intended Use

Eara Explore Li+ are self-fitting, Bluetooth-enabled, rechargeable OTC hearing aids which are intended for adults over the age of 18 years old, with perceived mild to moderate hearing loss.

## Indications for Use

The Eara Explore Li+ hearing aids are designed for users to self-fit and program the devices to their hearing needs via the HA FIT APP on a smartphone or tablet.

If users prefer not to use a mobile device, the hearing aids can be worn immediately after charging. Volume adjustments can be made using the button on the back of the hearing aid (see page 25). Following these adjustments, the hearing aids will maintain the same settings.

Explore Li+ are over-the-counter hearing aids and can be used without the assistance of a hearing care professional.

## Hearing Health Information

### **This product may help you hear better if you:**

- Experience difficulty hearing conversation in crowds or restaurants
- Need to increase the volume on the TV

### **This product may not be right for you if you are:**

- Frequently experiencing whistling or feedback sounds when you turn up the volume to a level that is comfortable for you, even after following the suggestions listed in this user manual (see Check Your Fit page 17). Eara Hearing does offer Audiology guidance and assistance, however, it is not a replacement for a traditional evaluation by an in-person Audiologist.

Hearing aids are designed to improve clarity of sound and comprehension of words.

Hearing aids do not restore normal hearing.

Hearing aids do not act as hearing protection in noise.

Eara Explore Li+ hearing aids are valuable tools for individuals with hearing loss, offering significant improvements in their ability to perceive and understand sounds, however, it's essential to understand that hearing aids cannot fully restore hearing to normal.

*Please read and keep all safety and use instructions*

## Important Safety Instructions

- Only use the supplied parts (domes, filters) for exchange or replacement of parts. Use only the supplied USB-C cable and compatible wall-adaptor to charge your hearing aids.
- Do NOT insert your hearing aids into your ears without a dome properly in place.
- This product contains magnetic material and Bluetooth reception, please contact your physician if this would interfere with any implantable device that you may have.

## Warnings

### **WARNING: Designed for 18 years or older**

If you are younger than 18 years old, do not use this device. You should see your doctor for a referral to an ear-nose-throat specialist (ENT) or Audiologist, for specialized care.

Over-the-counter (OTC) hearing aids are designed for use by persons 18 years or older. Pediatric patients should seek care from an ear, nose, throat (ENT) physician or an Audiologist for a hearing evaluation.

*Disclaimer: These hearing aids are designed for use for mild to moderate hearing losses. If you do not meet these guidelines, contact an ear-nose-throat physician or an audiologist.*

## Warnings

**If you have any problems listed below, please see a doctor.**

- If you have experienced a sudden hearing loss in one or both ears.
- If you have worse hearing in one ear.
- If your hearing changes: it gets worse than gets better again.
- If you experience pain or pressure in one or both ears.
- You suspect you have a lot of ear wax or you think something could be in your ear.
- If you have experienced blood, puss or fluid coming out of your ears within the past 6 months.
- If you have ringing or buzzing (tinnitus) in only one ear.
- If you experience swaying or rocking sensations that cause you to feel off-balance or unstable when walking.
- If you have an ear deformity or abnormality from birth or from traumatic injury.

## Warnings

If you experience pain or discomfort while inserting or wearing the hearing aids remove them immediately. Review this user manual to review insertion techniques and our online resources available. If you still experience pain or discomfort, do not wear your hearing aids, call our customer service team.

**Please review the information below regarding best practices for hearing aid care and maintenance.**

- Read this entire manual to review safety practices and correct use of Explore Li+ hearing aids.
- Visit [www.earahearing.com](http://www.earahearing.com) to learn more information about your hearing aids.
- Do not attempt to modify the hearing aid structure by removing the shell of the hearing aid or the receiver (wire coming out of the shell). Any of these adjustments will also void the product warranty.
- Use Ear Hearing domes and replacement parts on the hearing aids.

## Cautions and Notices

### ***Caution: Your hearing aids should never cause pain or discomfort in your ears.***

Remove the hearing aids immediately and review the User Manual. Should you have additional questions regarding your hearing aids, please contact Earra Hearing Customer service.

Should any part of the hearing aid come off in your ear and you are unable to easily reach it with your fingers, see your physician or healthcare provider for assistance. Do not ever insert anything larger than your finger into your ear. Items such as Q-tips or tweezers are very dangerous and can push the dome further into your ear or potentially cause significant injury to your ear, ear canal or eardrum.

### ***Caution: Always consult your doctor, if you are concerned regarding your hearing.***

If any adverse event such as: pain, discomfort, itching, pressure or fullness feeling, blood, puss or liquid coming from your ear or if you have experienced vertigo, balance difficulties or changes in your hearing ability including a sudden hearing loss, always consult with your doctor prior to using your Explore Li+ hearing aids.

## Warnings and Precautions

Remove your hearing aids for MRI or CT Imaging.

Keep and store your hearing aids out of range of children and animals. Hearing aids contain small parts which can be easily ingested.

Do not wear your hearing aids in overly loud environments. Loud sounds can damage your natural hearing ability. Always wear hearing protection in loud sounds. Do not wear your Explore Li+ hearing aids in loud noise.

Do not get your hearing aids wet. Water can cause corrosion inside your hearing aids and can cause the hearing aids to stop working. Do not exercise in your hearing aids.

Do not sleep or rest in your hearing aids. Sleeping in your hearing aids can cause damage to the hearing aids or potentially cause soreness or irritation to the ear canal. Always store your hearing aids in the portable charger when not in use.

Do not use your hearing aids in an oxygen-rich environment or store them in extreme temperature environments. Extreme temperatures can cause the internal parts of the hearing aids to no longer function correctly. Oxygen-rich environments can cause potential explosions.

Do not sell your hearing aids or share them with others. Earra Hearing offers a trade-in policy of your old Earra Hearing aids for the newest generation technology. Contact customer service for additional information.

# Getting Started

## What's in the Box



Explore Li+  
Size 3 Medium domes attached



Explore Li+ Portable Charger



Size 1  
Extra Small



Size 2  
Small



Size 4  
Large



Size 5  
Extra Large



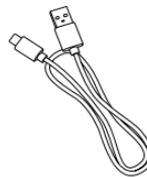
Cleaning Brush



Wax Filters



Wall Adapter



Power cable

Scan the QR code to view our step-by-step guide at  
[www.earahearing.com](http://www.earahearing.com)

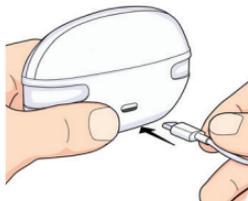


## Step 1: First Charge

**Be sure to charge the hearing aids and charger for 2 hours prior to first use.**

### STEP 1:

Begin by connecting the USB Type-C charging cable into the back of the portable charger.



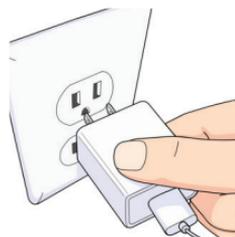
### STEP 2:

Now, connect the other end into the wall outlet.



### STEP 3:

Then plug into the wall outlet.



### STEP 4:

When charging, the lights on the charger will light-up and blink, indicating the hearing aid is charging.



### STEP 5:

When the hearing aids are fully charged, the lights underneath the hearing aids will turn off. The charger lights will remain on, if the charger is plugged into the wall.



### TIPS:

If the charger is disconnected from the wall, the lights will continue to stay on, until the hearing aids are fully charged and then all the lights will turn off.



**While your hearing aids are charging, download the HA FIT APP (Step 2).**

## Step 2: Download the HA FIT APP

To control your hearing aids, including the self-fitting and adjustment features, download the **HA FIT APP** and connect it to your Eara Explore Li+ hearing aids.

Scan the QR code to download the HA FIT APP.



**STEP 1:**

**iPhone**



Open the **APP store**.

**Android**



Open the **Play Store**.

**STEP 2:**



Type in **HA FIT APP** and search.

**STEP 3:**



Select **Get** to download the **HA FIT APP**.

**STEP 4:**



Now, your HA FIT APP is downloaded.

## Step 3: Connect to Bluetooth

To control your Eara Explore Li+ hearing aids through your phone, you must connect them to Bluetooth.

Bluetooth connection allows you to stream any audio signal, including phone calls and music, directly to your Explore Li+ hearing aids.

The Explore Li+ hearing aids are equipped with advanced Bluetooth streaming capabilities, allowing you to wirelessly connect to a variety of devices for a seamless sound quality. With Bluetooth streaming, you can:

- **Phone Calls:** Stream phone calls directly into your hearing aids, ensuring clear and hands-free communication.
- **Music:** Enjoy your favorite music with high-quality sound, streamed directly from your smartphone or other Bluetooth-enabled devices.
- **Movies and Videos:** Watch movies and videos with enhanced audio clarity, streamed straight to your hearing aids for an immersive experience.

### Prior to Pairing

- If you currently wear hearing aids or have used them before, remove or “unpair” any existing Bluetooth connections.
- When attempting to connect your hearing aids to Bluetooth, always connect both hearing aids at the same time.

## STOP

Before continuing, ensure that your Explore Li+ hearing aids are fully charged.

## Connect to Bluetooth

# Iphone

### STEP 1:

Go to **Settings** on your iPhone.



### STEP 2:

Scroll down to **Bluetooth**.



### STEP 3:

Turn on your **Bluetooth**.



### STEP 4:

Remove your hearing aids from the charger and set them down in front of you on a clean dry table. The hearing aids are in "pairing mode" for 3 minutes after they are removed from the portable charger.

- The hearing aids will turn on so you can find them via Bluetooth. They do not need to be in your ears; connect them to your phone first.
- If you are a previous hearing aid user, you can put the hearing aids in your ears.



### STEP 5:

Wait 1 minute and scroll down until you see **Explore Li+** under Bluetooth

- If you do not see **Explore Li+** turn off your Bluetooth and repeat steps 3 & 4.



### STEP 6:

Select **Explore Li+**.



### STEP 7:

Now your hearing aids are connected to Bluetooth.



### STEP 8:

**Optional:** If hearing aids are in your ears.

You will hear **Connected** in each hearing aid.  
• If the hearing aids are not in your ears, they will still connect to the phone.



## Connect to Bluetooth

# Android

### STEP 1:

Open **Settings** on your Android.



### STEP 2:

Scroll down and locate **Connections**.



### STEP 3:

Turn on your **Bluetooth**.



### STEP 4:

Remove your hearing aids from the charger and set them down in front of you on a clean dry table. The hearing aids are in "pairing mode" for 3 minutes after they are removed from the portable charger.

- The hearing aids will turn on so you can find them via Bluetooth. They do not need to be in your ears; connect them to your phone first.
- If you are a previous hearing aid user, you can put the hearing aids in your ears.



### STEP 5:

Wait 1 minute and then scroll down to **Available Devices** and select Explore Li+

- If you do not see **Explore Li+** turn off your Bluetooth and repeat steps 3 & 4.



### STEP 6:

Now your hearing aids are connected to Bluetooth.



### STEP 7:

**Optional:** If hearing aids are in your ears.

You will hear **Connected** in each hearing aid.

- If the hearing aids are not in your ears, they will still connect.



# Bluetooth Features

Operation	Function
Quick press of push button during streaming	Play a song/Pause a song; Answer call / End call
Long Press of the push button (10 seconds)	Turn off hearing aid
Quick double press of the push button during streaming	Next song

## TIPS

- When connected to Bluetooth, Explore Li+ automatically switch to Bluetooth mode (and the microphones on the hearing aids turn off) when they receive any streaming sound (i.e., phone calls, music or movies).
- If you pause to stop music or end a call, the devices will automatically enter the hearing aid function and the microphones will turn on. If you play the music or start a new call, the devices will enter Bluetooth mode again.
- When connecting to multiple devices, turn off Bluetooth on the other devices before connecting a new one.
- Explore Li+ hearing aids can be “paired” to more than one device at a time, however, they can only be “connected” to one device at a time.

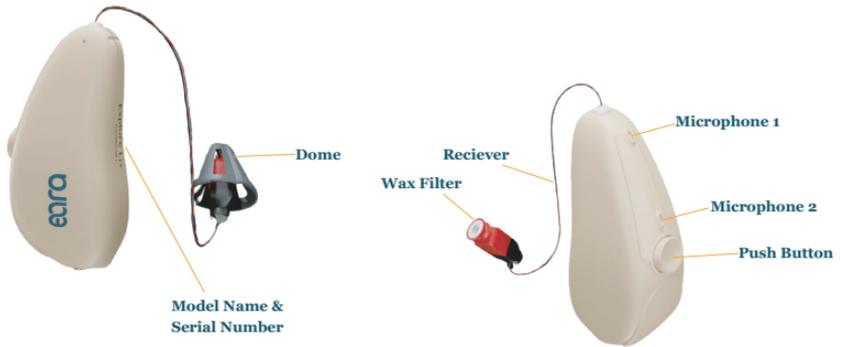
## Troubleshooting Bluetooth Connection

If you are having issues finding Explore Li+ in your Bluetooth, check these steps again:

1. Restart your phone or smart device.
2. Turn off Bluetooth on any additional devices like your tablet, smartwatch, or TV. Your hearing aids can only connect to one device at a time.
3. Disconnect any Bluetooth devices from your phone or smart device, including previous Explore Li+ settings.
4. Place your hearing aids in the charger, then remove them and set them on the counter or in your ears.
5. Repeat the steps to connect your hearing aids to Bluetooth.

# How to Wear your Hearing Aids

## Hearing Aid Overview

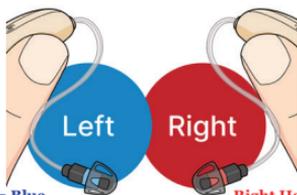


## Portable Charger Overview



## How to Tell the Hearing Aids Apart

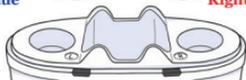
The **blue L** underneath the dome means it goes in your **left ear**.



Left Hearing Aid= Blue

Right Hearing Aid= Red

The **red R** underneath the dome means it goes in your **right ear**.



## How to Charge Your Hearing Aids

### Warning

To avoid risk of injury, use this product only with the provided power supply.

### How often do you charge your hearing aids?

- Explore Li+ hearing aids should be charged every night.
- The battery life for the hearing aids should last 14 hours. Bluetooth Streaming will shorten the battery life due to power drain, therefore, consistent streaming will last 3 hours. A quick 30 minute charge, will charge your hearing aids 35% and it only takes 2 hours to fully charge your hearing aids.
- The portable charger will maintain a charge for 60 hours before recharging.

### STEP 1:

Identify the left side from the right side of the charger.

**Left**      **Right**



### STEP 2:

Set the hearing aid in the charger, the light underneath the hearing aid will light-up, indicating charging.



Always ensure the light turns on when you set the hearing aid in the charger.

When the hearing aid is removed from the charger, the light underneath that hearing aid will turn off.



### TIPS

- Always ensure the charger and your hearing aids are clean and dry before charging.
- Ensure the Left hearing aid is placed on the Left side and the Right hearing aid on the Right side.
- When the hearing aid battery is low, you will hear a “low battery” prompt, indicating the hearing aids require charging.
- If the lights are off and you are unsure of the charge, simply plug-in the charger to see the charge or reposition the hearing aids in the charger.

## Portable Charger: Indicator Lights



**Right & Left Indicator lights:** The lights under the hearing aids will turn on when it is in the charger and charging.

- If the hearing aid is fully charged, the light will turn off.

**Charger indicator Lights:** The charging lights at the bottom, display the charging status of the charger.

- The lights will blink when the charger is plugged into the wall and will blink until fully charged.

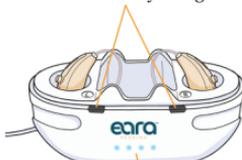
## 100% Charge

The lights are off, indicating the hearing aids are fully charged.



The lights turn off when the charger is unplugged from the wall.

The lights are off, indicating the hearing aids are fully charged.



The lights remain on when the charger is plugged into the wall.



Fully charged hearing aids, lid on.

### Note

Set the lid on the charger every night to ensure safety of the hearing aids.

## 75% Charge

The left indicator light is on, indicating the left hearing aid is charging.



The right indicator light is off, indicating the right hearing aid is fully charged.

When 3 lights are on, it indicates the charger is at a medium charge level (75%).

## 25% Charge

The lights are on, indicating the hearing aids are charging.



When one light is on, it indicates the charger is at a low charge level (25%).

The charger is plugged in, and the lights will blink until fully charged.

# How to Wear Your Hearing Aids

## STEP 1:

Hold the right hearing aid at the top of the hearing aid, with the left hand.



Right Hearing Aid

## STEP 2:

Hook the hearing aid over the top of the ear, the wire should be close to the side of the head.



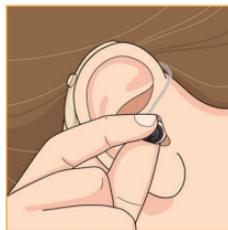
## STEP 3:

The hearing aid should be over the top of the ear and the wire should come down in front of the ear and dome pointed into the ear canal.



## STEP 4:

Grab the dome with your index finger and thumb and push the dome into your ear.



## STEP 5:

Using one finger, push the dome all the way into the ear canal.



## STEP 6:

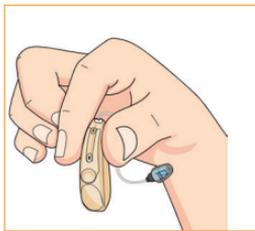
The hearing aid should be behind the ear, with the wire coming down by the side of your head and the dome should disappear into the ear canal.



## STEP 7:

Repeat steps 1-6, with the left hearing aid.

Use your right hand, hold the left hearing aid at the top and hook the hearing aid over the top of your left ear.



## Review our Online Hearing Aid Guide

Scan the QR code below to visit our Learning Guide to learn more about how to properly insert your hearing aids into your ears.



## TIPS

The dome may initially feel strange or itchy inside your ear.  
Check that the dome size is correct (see page 17).

If the volume sounds too loud or too soft, this is normal.  
After completing the hearing test, your Explore Li+ hearing aids will adjust to your hearing ability (see page 19).

## Check Your Fit

Use a mirror to make sure the hearing aids are correct and that they fit your ears properly.

### Are the hearing aids on correctly?

- The hearing aid is behind your ear.
- The dome is deep in your ear.
- If you look in the mirror you cannot see the dome.



### Is the dome size correct for your ear?

- The dome feels secure.
- The dome may feel strange in your ear, this is normal.
- When you turn your head or open your mouth, the hearing aid should not get loose.

### TIPS

If you wear glasses, place the hearing aid between your glasses and your ear.

	Indication
Too loose/ falls out	Dome is too small, try a larger size
Too tight/ hard to insert	Dome is too large, try a smaller size
Itchy feeling	This is normal. Your ear will get used to the dome and it will stop feeling itchy. If this persists, try a smaller dome.
Noise coming from the hearing aids	This is feedback. Try changing the dome size from a small to a medium dome or medium to large. Also, try reducing the high frequencies in the HA FIT APP.

## Removing the Hearing Aids



Pull the body of the hearing aid off the top of the ear.



Pull the dome out of the ear and pull the hearing aid off of your ear.

# Connect the HA FIT APP

The HA FIT APP allows you to complete your hearing test, adjust frequency bandwidths, change the MPO, modify the programs in your Explore Li+ hearing aids, and check battery life.

To properly adjust your Explore Li+ hearing aids for your hearing loss, start by connecting your hearing aids to the app.

## STOP

Make sure you have downloaded the HA FIT APP (Page 7) and connected to Bluetooth (Page 8) before continuing to connect your Explore Li+ hearing aids.

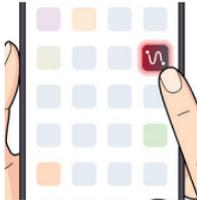
### STEP 1:

Wear your Explore Li+ hearing aids.



### STEP 2:

Open the **HA FIT APP**.



### STEP 3:

Select **Allow**. This will give the HA FIT APP access to use Bluetooth.



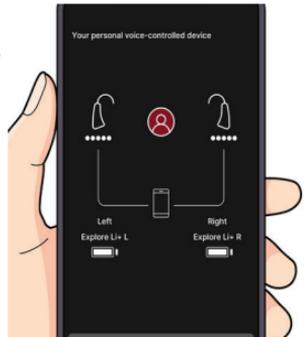
### STEP 4:

Select **Searching for Devices** to find Explore Li+.



### STEP 5:

You will see Explore Li+ L for the left side and Explore Li+ R for the right side.



# How to Complete the Hearing Evaluation

To adjust the hearing aids to your hearing ability, you will need to complete the hearing test in the HA FIT APP.



## TIPS

- Before starting the test, make sure you are in a quiet listening environment without any background noise.
- The test will take about 5 minutes and can be repeated at anytime.
- It will begin with the left ear and then move to the right ear.

## STEP 1:

Insert your Explore Li+ hearing aids.



## STEP 2:

Begin the hearing test by opening the HA FIT APP. Select **Hearing Evaluation** and then **Allow** access to the microphone.



## STEP 3:

Ensure you are in a quiet place and when you are ready to begin, select **Start**.



## STEP 4:

The test will include a series of beeping sounds at different frequencies.

**The test will start in the left ear at 500 Hz.**

**Listen to the beeping sound, do you hear it?**

- If you do not hear it, select **Unheard**.
  - Only select **Unheard** once, the volume will increase.
- Do you hear the sound now? The sound has increased volume.
  - Select **Unheard**, if you do not hear the sound.
  - Select **Heard**, even if you can barely hear the sound.

**Repeat this process until you hear the sound, when you hear the beeping sound, select **Heard**.**

The sound will automatically change pitch and the volume will be soft again.

**The test will now move to the next frequency, 1000 Hz.**

**Listen to the new sound, do you hear it?**

- If you do not hear it, select **Unheard**.
- Do you hear the sound now? The sound has increased volume.
  - Select **Unheard**, if you do not hear the sound.
  - Select **Heard**, even if you can barely hear the sound.

**Repeat this process at each frequency in the left ear and then proceed to the right ear.**

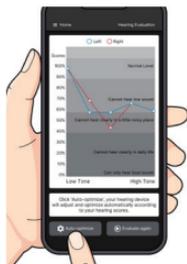


## STEP 6:

Congratulations!

You've completed your hearing test!

Now, select **Auto-Optimize** to configure your hearing aids to your hearing loss.



## STEP 7:

Now select **Home** to go back to the volume control.



## Definitions

- **Maximum Power Output (MPO):** is the maximum sound level that the hearing aid can produce
- **Frequency (Hz):** the pitch of the sound
- **Mode Switch:** Program change button on the APP
- **Feedback-** Hearing aid feedback is the high-pitched whistling or squealing sound that occurs when sound from the hearing aid's speaker is picked up by its microphone, creating a loop of amplified sound.

## How to Adjust the Sound

Adjustment	Suggestions
<b>Own voice is echoing or reverberates</b>	Reduce the volume, until your voice is more comfortable. You can also try reducing MPO. It is normal for your own voice to sound louder and echo slightly, it will go away after approximately a week.
<b>The sound is soft, volume is low</b>	Increase the volume in both hearing aids. Try changing the dome to a medium dome, large dome or extra large dome, then repeat the hearing test.
<b>The sound is loud</b>	Reduce the volume in both hearing aids.
<b>Volume is high-pitch/ sharp/tinny</b>	Reduce the high frequency sounds. Reduce 3000 Hz and above, and make the adjustments the same for both ears. Reduce the MPO 3 times or until volume is comfortable.
<b>Running water is sharp</b>	Reduce MPO 3 times. Reduce the high frequencies after 4000 Hz.

Refer to pages 21-24 for instructions on how to adjust your hearing aids using the HA FIT APP.

# Adjusting Volume

Increase or decrease the volume of your hearing aids on the HA FIT APP.

## STEP 1:

Select **Searching for Devices**



## STEP 2:

Ensure both hearing aids are connected and then select **Sound Control**.



## STEP 3:

Always make sure that both hearing aids are selected to make same adjustment in both hearing aids.



## STEP 4:

Select **Volume Down** to reduce the sound. You can continue to reduce the volume until the volume is comfortable.

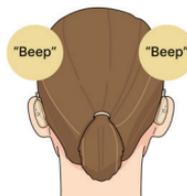


Select **Volume Up** to increase the sound. You can increase the volume until you are hearing speech clearly and comfortably.



## STEP 5:

You will hear a **"Beep"** sound in both ears when you make a change.



# Adjusting Only One Hearing

Select **Left** to make changes to only the left hearing aid.



Select **Right** to make changes to only the right hearing aid.



The **Volume Percent** and the **MPO percent** can be the same for both ears, or it can be different based on your preference.



# Adjusting Frequency

Adjust the base or treble of your hearing aids on the HA FIT APP.

## STEP 1:

Select **Searching for Devices**.



## STEP 2:

Ensure both hearing aids are connected and then select **Sound Control**.



## STEP 3:

Always make sure that both hearing aids are selected to make sure that sound is the same in both hearing aids.



## STEP 4:

Select **Frequency Band**.



## STEP 5:

**Blue bars** are the left hearing aid.



## STEP 6:

**Red bars** are the right hearing aid.



	Frequency Description
Low Frequency	250 Hz and 500 Hz
Mid Frequency	500 Hz - 2000 Hz
High Frequency	2000 Hz - 8000 Hz

## TIPS

- Increase the high frequencies to make sounds sharper and more crisp.
- Increase the low frequencies to make sound more base and ambient noises louder.
- Start with small increases or decreases.
- If sounds are too loud after making the adjustments, you can also reduce the volume.

# Changing MPO

Adjust the maximum power output (MPO) of the hearing aid in the HA FIT APP.

## STEP 1:

Select **Searching** for **Devices**.



## STEP 2:

Ensure both hearing aids are connected and then select **Sound Control**.



## STEP 3:

Always make sure that both hearing aids are selected to make same adjustment in both hearing aids.



## STEP 4:

**MPO Down** will reduce the maximum volume of sounds, this will make sounds more mellow and comfortable.

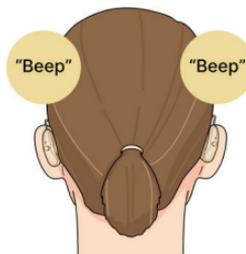


**MPO Up** will increase the maximum volume of sounds, this will make sounds more sharp and crisp.



## STEP 5:

You will hear a **“Beep”** sound in both ears when the MPO has been changed.



## How to Power Off Explore Li+

When Explore Li+ is out of the charger, it will turn on.  
When it is in the charger, it will turn off.

*You do not need to power off your hearing aids to charge them.*



**Push and hold for 5 seconds to turn off your hearing aid.**

**Push and hold for 5 seconds to turn on your hearing aid.**

# Changing Programs

Adjust programs in the HA FIT APP.

## STEP 1:

Select **Searching for Devices**.



## STEP 2:

Ensure both hearing aids are connected and then select **Sound Control**.



## STEP 3:

Always make sure that both hearing aids are selected to make same adjustment in both hearing aids.



## STEP 4:

Select **Mode Switch**.



## STEP 5:

You will hear beeps in both hearing aids according to the program.



Tone	Program	Description
«Beep»	Quiet	Quiet setting is for everyday sounds
«Beep, beep»	Noise	Noise setting is for restaurants or crowds
«Beep, beep, beep»	Outdoors	Outdoors setting is for nature enjoyment

## Locking the Settings

### TIP

Once you adjust your hearing aids to your preferred sound, the volume and frequencies will stay the same, even after restarting.

The settings will only change if you modify them.



## How to Operate the Push Button

Easily adjust the sound of your hearing aids, by pushing the button on the back of the device.

**If you prefer not to download the HA FIT APP and do not want to use a smart device to adjust your hearing aids, you can use the push button to control the sound.**

### Changing Volume

#### **To change volume**

Short press the button on the back of the hearing aid for 1 second and the volume will increase.

**Each time you push the button you will hear a “Beep” in the hearing aid.**



### TIPS

- Press the back button on each hearing aid to manually adjust the volume of each hearing aid.
- Each press will increase the volume of that hearing aid.
- You can increase the volume up to level 10, after which, the volume will reset to the lowest level.

### Changing Programs

#### **To change programs**

Press and hold the button for 2 seconds to change the program.

**Each time you push the button you will hear beeps indicating the program in the hearing aid.**



Tone	Program	Description
«Beep»	Quiet	Quiet setting is for everyday sounds
«Beep, beep»	Noise	Noise setting is for restaurants or crowds
«Beep, beep, beep»	Outdoors	Outdoors setting is for nature enjoyment

### TIPS

- Press the back button for 2 seconds on each hearing aid to change the program in each hearing aid.
- Each press and hold for 2 seconds will increase the program.
- You can change the volume in each program, for each hearing aid.

## Daily Use of Hearing Aids

Wearing Explore Li+ daily keeps your brain active by providing clear sounds, helping to prevent dementia and cognitive decline by supporting communication and social interactions.

### TIPS TO SUCCESS

1. Wear your Explore Li+ hearing aids all day long and every day, even at home in a quiet environment.
2. If you need to adjust to the sound more gradually, start by wearing your hearing aids for 4 hours a day and increase your wear time by 30 minutes each day until you can wear them all day long.

Visit our website to see our recommended wearing schedule.



**Always remove your hearing aids and wear hearing protection around excessively loud noise.**

### When to Not Wear Your Hearing Aids



Do not get your hearing aids wet.



Do not sleep in your hearing aids.



Avoid wearing your hearing aids in excessively loud environments, such as at concerts, gun ranges, or while mowing the lawn.



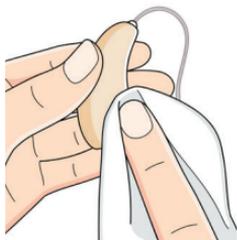
# Cleaning Your Hearing Aids

## Nightly Routine

Follow the steps below to clean your hearing aids every night.

### STEP 1:

Wipe the body of the hearing aids with a clean, dry tissue.



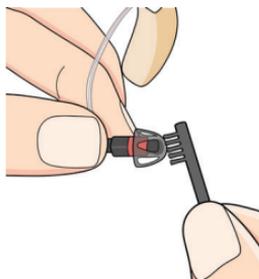
### STEP 2:

Next, wipe the dome with the tissue.



### STEP 3:

Lastly, use the cleaning brush and brush the end of the dome to ensure there is no wax.



## TIPS

- The most common reason hearing aids do not work is wax build-up inside the hearing aid.
- Clean your hearing aids nightly.
- Never use alcohol on your hearing aids.
- Do not use any soap or water on your hearing aids.

Only Use Eara Hearing domes and filters to replace the pieces on your hearing aids.

SCAN ME



### Easily Order Your Replacement Parts!

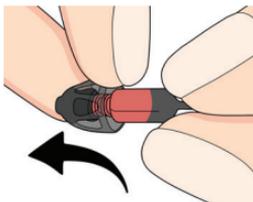
Scan the QR code to quickly purchase replacement domes and filters to keep your hearing aids performing at their best. Regular maintenance ensures clear sound and optimal comfort!

## MONTHLY CLEANING

Replacing the domes and wax filters in your hearing aids every month keeps the sound clear and comfortable, ensuring your hearing aids work properly.

### STEP 1:

Remove the dome from the receiver.



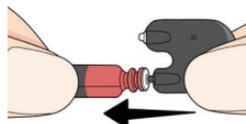
### STEP 2:

Remove one wax filter. Notice the removal side and the white replacement side.



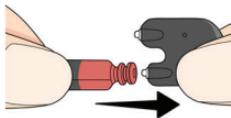
### STEP 3:

Push the removal side into the receiver.



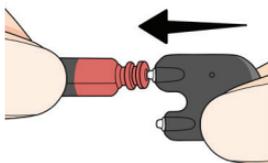
### STEP 4:

Pull back and remove the old filter.



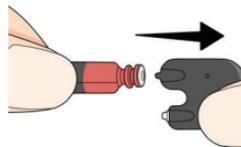
### STEP 5:

Push the new filter into the receiver.



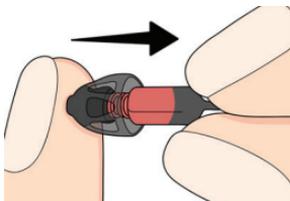
### STEP 6:

Pull back and the new filter is now in place.



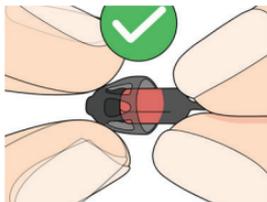
### STEP 7:

Now, using a new replacement dome, firmly push the dome onto the end of the receiver.



### STEP 8:

Gently pull on the dome to make sure it is securely attached.



# Troubleshooting Guide

Problem	Possible Reasons	Solutions
<b>No Sound</b>	Wax filter is plugged with wax	Replace wax filter and dome on both hearing aids
	Hearing aids are dead	Charge your hearing aids and the charger
	Low Volume	Increase the volume
<b>Voices are low, weak, or unclear</b>	Domes or wax filters are plugged with wax	Replace with new wax filter and new dome; if problem persists, see your doctor for ear cleaning
	The domes are too loose	Replace the dome with a larger size
	The battery is low	Charge your hearing aids
	Hearing changes	Contact your doctor
<b>Bluetooth sound is cutting out or stops streaming</b>	Hearing aids are connected to more than one device	Turn OFF the Bluetooth on the device you are connected to and turn ON Bluetooth on the new device. Next, place the hearing aids in the charger and then remove them, to restart the hearing aids. Now, connect the hearing aids to the new device.
<b>Abnormal Bluetooth Function</b>	Your hearing aid has been connected to other smart devices	Turn off Bluetooth for other smart devices and reconnect the smart device you need to connect to
	Bluetooth will not connect	See Troubleshooting Bluetooth Connection (page 11). If problems persist, contact Eara Hearing Customer Support.
<b>The hearing aids whistle in the portable charger</b>	The hearing aid is placed out of position	Remove the hearing aids from the portable charger and re-insert the hearing aids in the Portable charger according to the marks Left= L and Right= R When in place, the hearing aids will blink to indicate charging.
	Low battery of the portable charger	Charge the portable charger and the hearing aids
<b>Hearing aid is in the portable charger, the hearing aid charging indicator light is not on</b>	Poor contact of charging contact	Take an alcohol wipe and clean the contacts on the bottom of the hearing aids. Gently blow air into the charging contacts in the portable charger.
	Portable charger is dead	Charge the portable charger