



User Informational Brochure



## GET READY TO START HEARING LIFE TO THE FULLEST

Companion videos of this user guide can be found at [eargo.com/showme](https://eargo.com/showme)

You can download the Eargo app at your app store.  
You can also request a print version of the full user guide  
by calling us at 1(800) 61-EARGO.



# CONTENTS

Welcome to Eargo	1
Preparing Your Ears	2
Getting to Know Your Eargo	3
Getting to Know Your Charger	5
Inserting and Removing Your Eargo Devices	13
Finding the Perfect Fit	19
Adjusting the Program	23
Eargo Care	26
Your First Month and Beyond	46
Troubleshooting Guide	57
Support	61
Indications for Use	63
Appendix	67

# WELCOME TO EARGO!!

If the two exclamation points above didn't communicate to you that we're super excited to have you as a part of the Eargo family, hopefully this will: We're super excited to have you as a part of the Eargo family, and we know you're going to enjoy your new Eargo Neo HiFi hearing devices.

## GET GOING IN 4 EASY STEPS



### STEP 1: CLEAN

Clean your ears  
(pg. 02)



### STEP 2: CHARGE

Charge your Eargo  
devices (pg. 05)



### STEP 3: SIZE

Pick your Flexis  
(pg. 19)



### STEP 4: ADJUST

Find the right setting  
for you (pg. 23)

# PREPARING YOUR EARS

## CLEANUP IN EARS 1 AND 2

We know it's exciting getting your Eargo devices. Heck, we're so excited for you we can barely sit still.

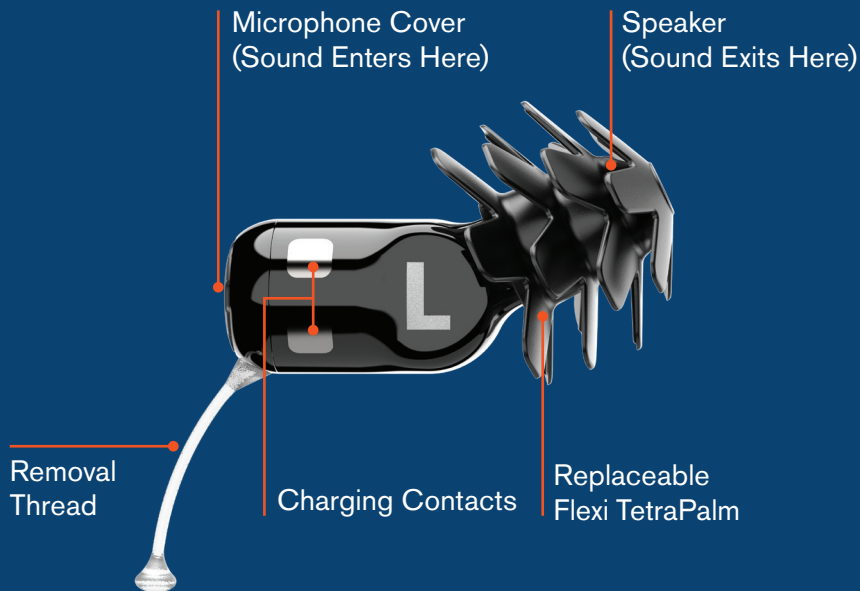
But before you put in your shiny new Eargos, take a minute to remove any excess wax that may have accumulated in your ear canal. Sometimes, it can interfere with hearing by blocking the ear canal. Earwax and other residue like skin oils can also plug the sound openings or charging contacts on your Eargo devices.

In other words, clean those ears. A clean ear is a happy—and better functioning—ear. Our in-house doctors and audiologists urge you to not skip this step, even if you feel your ears are pretty clean already.

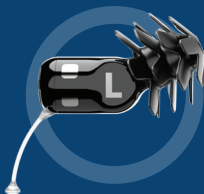
We recommend talking to your doctor or a hearing healthcare professional about how to best clean your ears.

Now that your ears are nice and clean, let's get started.

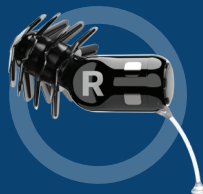
# GETTING TO KNOW YOUR EARGO



Left is **L**



Right is **R**



Before you insert your Eargo devices, we want to familiarize you with their various parts. Just like in the theater, there are no small parts.



**Microphone Cover** ▪ The Microphone is located under the Microphone Cover. It picks up sounds from your surroundings.



**Speaker** ▪ The Speaker is located under the Flexi TetraPalm. It amplifies sound. The world's about to be piped through in surround sound.



**Flexi TetraPalm** ▪ Flexi TetraPalms allow Eargo devices to be comfortably suspended inside the ear canal, which is exactly where you want them.



**Charging Contacts** ▪ The Charging Contacts are used in the charging of your device.



**Removal Thread** ▪ The Removal Thread is used to insert and remove your Eargo devices. It should always be facing down when inserting the device into your ear.



**Right and Left** ▪ Each device is labeled with either an L or an R. These correspond to the ear in which the Eargo device should be inserted. L is for your left ear, and R is for your right. Simple, right? Or, is that left?

# GETTING TO KNOW YOUR CHARGER

The Eargo charging case has its own built-in battery so it can charge your Eargo devices on the go. With consistent daily use, the battery inside the charging case needs to be recharged about every 5-7 days. To charge it, just connect the smaller end of the cord (it's the only end that will fit) to the charging case and the larger end (again, the only end that will fit) to the USB wall plug. Plug it into a powered wall outlet, and you're good to go! When the charger is plugged in and charging, the hearing devices inside will also charge.



# ALL ABOUT YOUR CHARGER



## CHECKING THE CHARGE

Open (or close) the charger lid, and the white indicator lights will show the charge level of any hearing devices inside and also for the charger itself. The lights will turn off after 10 seconds to save battery, but don't worry, any hearing devices inside will still be charging.



# CHARGE LEVEL

Each hearing device has 4 indicator lights. If 3 out of 4 are lit, that device is charged  $\frac{3}{4}$  of the way. If only 1 out of 4 is lit, then that device is only  $\frac{1}{4}$  charged. We bet you can figure out what the other 2 lights mean based on the previous two examples.

The pulsing white light tells you that the device is actively charging. When the pulsing stops and all 4 white lights are on, that device is fully charged. It will take 6 hours to fully charge a depleted hearing device. A fully charged hearing device will last about 16 hours.

The charging case's built-in battery also has 3 indicator lights. If 2 of 3 indicators are lit—you guessed it, it's about  $\frac{2}{3}$  charged. The pulsing white light tells you that the charger is actively charging. When the pulsing stops and all 3 white lights are on, the charger is fully charged. It will take about 2 hours to charge a depleted charger, and a fully-charged charger will last up to 7 days.



# CHARGING YOUR EARGO DEVICES

## INSERTING YOUR DEVICES INTO THE CHARGER

When you remove the device from your ear, the removal thread will be facing down. Before placing the device in the charger, flip it over so the removal thread is facing up and the R or L is facing you and upside down. Position the device over the charging cradle. The Flexi TetraPalm will be facing out, and the removal thread will be pointing up. Gently push straight down on the black body of the device. When correctly positioned, the white cradle light will turn on and the hearing device indicators on the front of the charger will scroll, then show the charge level.



## REMOVING YOUR DEVICES FROM THE CHARGER

Pull up on the removal thread to remove the device from the charger. Before placing it in your ear, be sure to flip it over so the removal thread is pointing down and the R or L is right-side up. The device will automatically turn on after 10 seconds.



# HEARING DEVICE UPDATES

Did you know that Eargo devices can be updated by an app on your mobile phone? Well, you do now! Just download the Eargo mobile app from the Apple App Store or Google Play to learn more. Once your app is connected to your charger, you can update your devices while in the charger.

When the devices are being updated, the hearing device indicator lights will turn blue. When the update is done, the lights will turn white again and you'll know it's safe to remove the devices from the charger.



# **STORAGE AND BATTERY LIFE**

## **KEEP YOUR EARGO DEVICES SAFE AND WORKING WELL**

Proper storage of your Eargo devices will increase their lifespan and keep them in top working condition. When not in use, store them in the charger. That'll keep them fully charged.

Please do not drop your Eargo devices or your charger onto any hard surfaces.

## **MAXIMIZING BATTERY LIFE**

To maximize the battery life of your Eargo devices, it is best to charge them once a day, overnight.

## **TURNING OFF YOUR EARGO DEVICES**

Placing your Eargo devices in the charger automatically turns them off.

# INSERTING & REMOVING YOUR EARGO DEVICES

To insert the device into your ear, hold it with your thumb and index finger, grasping the removal thread and making sure that the R (or L) is facing you.



Gently insert the tip of the device into your ear canal. Softly press it into place with your finger.



## **“AROUND THE BEND” OR CURVED EAR CANALS**

Everyone's ear canals are shaped differently. In fact, it is not uncommon for the left and right ear canals to bend in different directions, even in the same person. If you feel light resistance when you first insert the Eargo device, and it doesn't feel like it has gone in all the way, the Eargo device might just need a little help.

Give it a little nudge left, right, up, or down to see if you have a bend in your ear canal, and if you can, nudge it around the bend so it goes into place more fully. But PLEASE be gentle and don't force in.

**IT MAY HELP TO GENTLY  
PULL UP AND BACK  
ON YOUR EAR WHILE  
INSERTING THE DEVICE  
WITH YOUR OTHER HAND.**



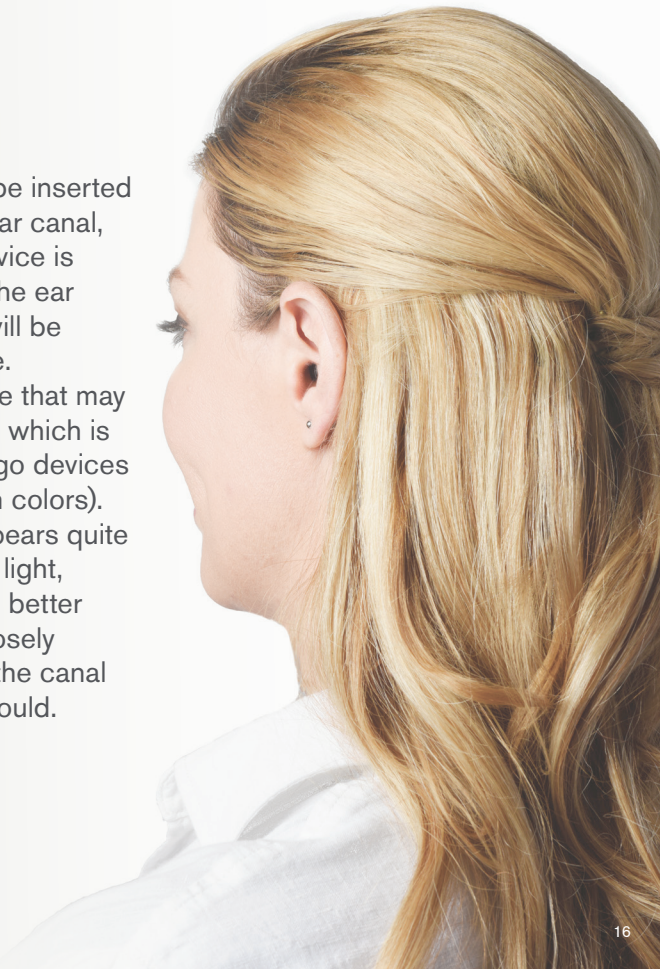
## **BLACK IS THE NEW CAMOUFLAGE**

The Eargo device should be inserted almost completely in the ear canal, so the very back of the device is flush with the opening of the ear canal. The Eargo device will be almost completely invisible.

The main part of the device that may be visible is the very back, which is actually why we make Eargo devices black (and not various skin colors).

You see, the ear canal appears quite dark since it receives little light, so a black Eargo device is better camouflaged and more closely resembles the shadow in the canal than a skin-colored one would.

Clever, right?



# INSERTING & REMOVING YOUR EARGO DEVICES

To remove the Eargo device, **grasp the removal thread and gently pull.\***

We know the devices are quite comfortable. We're the ones who made them that way. And while many people tell us they forget they're in there, please don't forget to take them out. Got to let those babies breathe and recharge every now and then.



**\*CAUTION:** In rare cases, the Flexi TetraPalm could remain in your ear after removing the Eargo device. If this happens or you cannot locate the Flexi TetraPalm, have a healthcare professional remove it or verify it is not still in your ear.

Eargo devices are designed for all-day use, but not all night. Please remove them before sleeping and especially before showering.

After removal, it's a good idea to inspect your devices for wax buildup, or to replace the Flexi TetraPalms or wax guards if needed. You can read more about this in the Eargo Care section (pg. 26).

## **BEFORE AND AFTER**

If you apply hairspray or cosmetics, please do so **BEFORE** inserting the Eargo devices. Otherwise they could clog the microphone. Likewise, if you apply hand lotion, please do so **AFTER** the devices have been inserted, so the lotion does not clog the microphone.

# FINDING THE PERFECT FIT

## EVERYONE'S EARS ARE UNIQUE-ISH



REGULAR



LARGE

While every human being is unique like a snowflake, it turns out the size of our ear canals is not. So Eargo Flexi TetraPalms come in 2 sizes: regular and large. Regular is going to be the right fit for most people. The large size is for those with larger ear canals. The different sized Flexi TetraPalms are easy to identify: The regular size will look noticeably smaller than the large size.

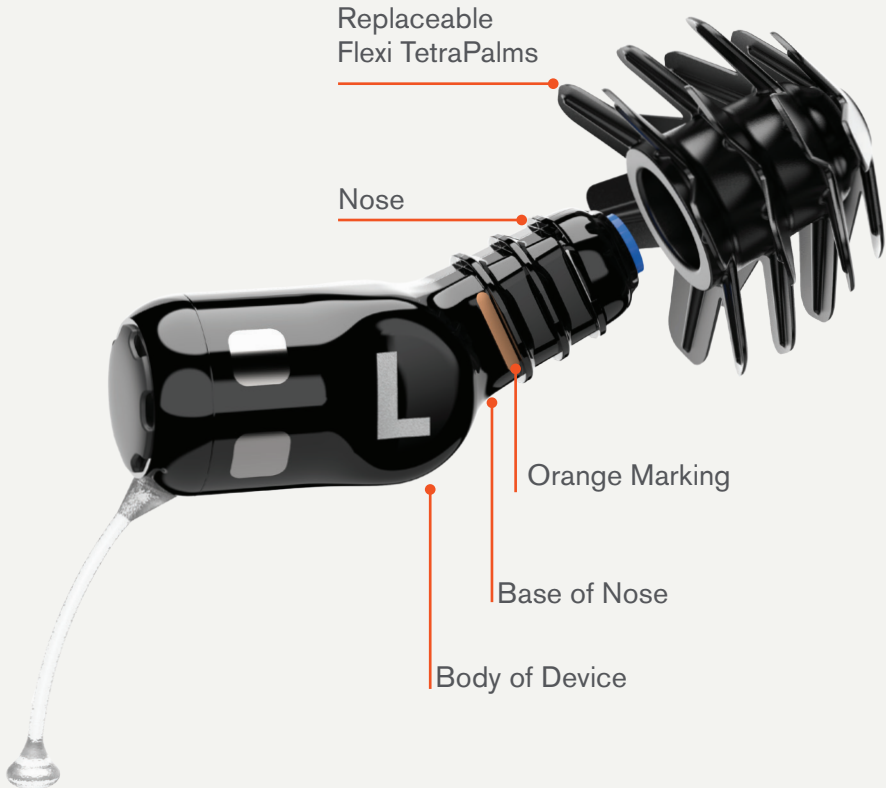
Your Eargo devices are locked and loaded with regular size Flexi TetraPalms. If the regular size feels too loose, swap them with the large size to see if those are a better fit. You can find the large size Flexi TetraPalms inside the packaging.

We recommend you wear your Eargo devices for an hour or so before making a final decision on fit. Talk, laugh, eat, shout at the evening newscast—really pack that hour with excitement. Your Eargo devices are designed to comfortably flex and keep their fit as you move throughout your day.

Occasionally, people have left and right ear canals that are different sizes. If this is the case for you, then you may find you need a regular size in one ear and a large size in the other. Use what feels best for you.

# FINDING THE PERFECT FIT

## PEEK UNDER THE HOOD

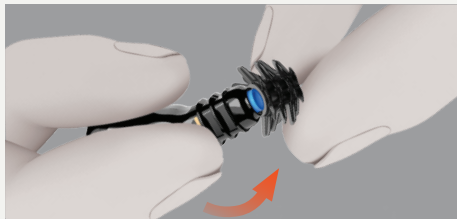


# FINDING THE PERFECT FIT

## CHANGING SIZES



Grasp



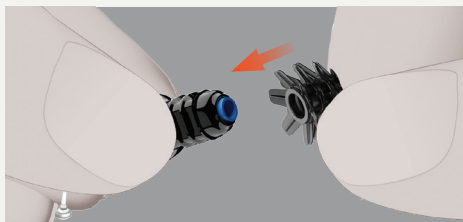
Peel

### REMOVE THE REGULAR SIZE

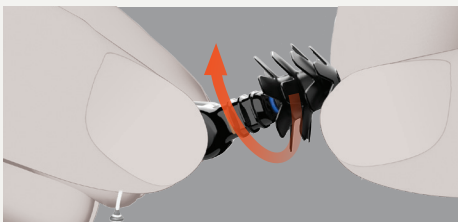
Grasp the body of the Eargo device between your thumb and index finger. With your other hand, grasp the regular size Flexi TetraPalm on one side at the bottom and peel it up and away from the body of the device.



For a visual demonstration of how to change your Flexi TetraPalms, watch our video at [eargo.com/showme](https://eargo.com/showme), and be sure to bring popcorn.



Push



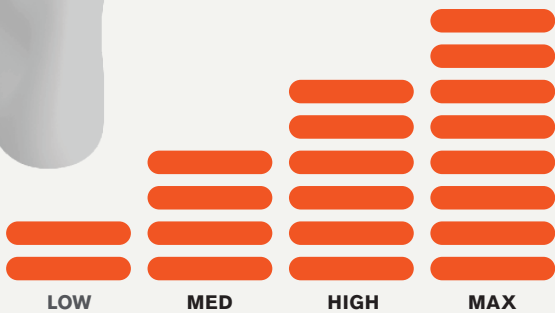
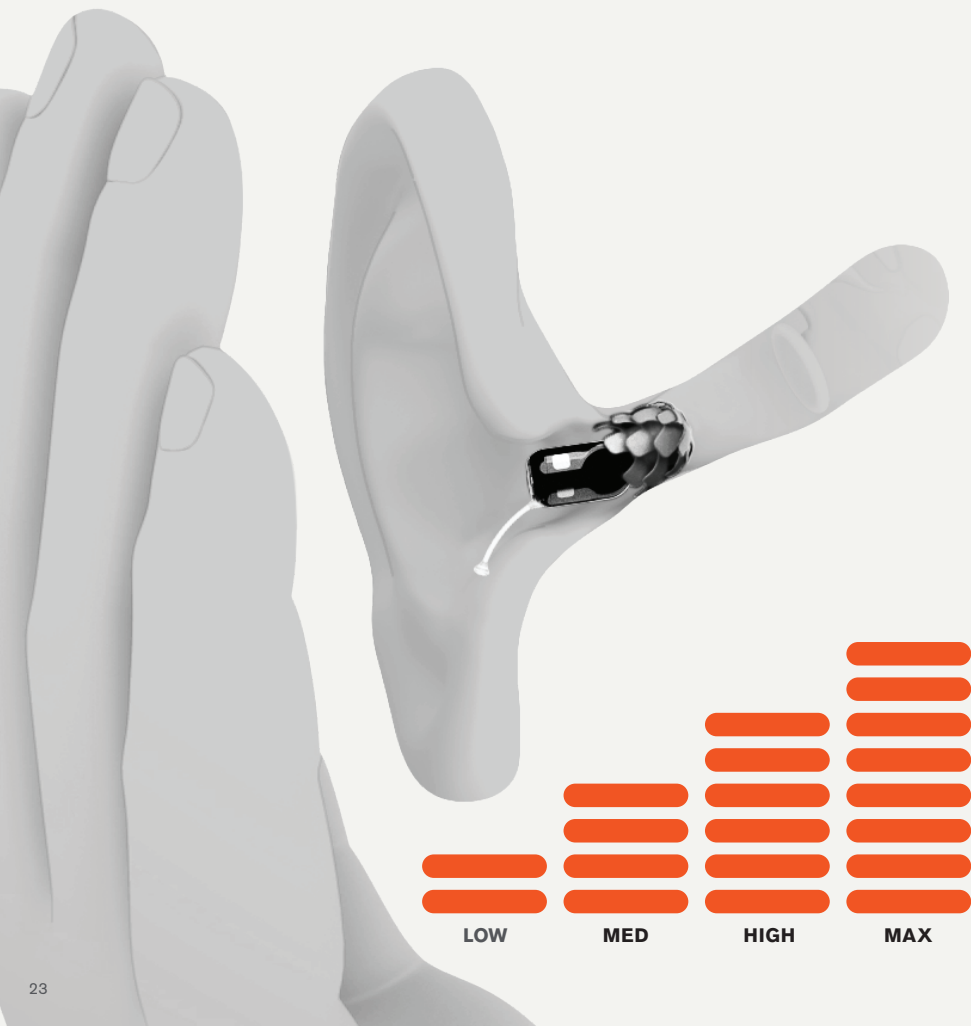
Twist

## REPLACE WITH THE LARGE SIZE

Slide the Flexi TetraPalm onto the nose of the device.\* It should sit snug against the base of the nose (see page 20). You want to make sure the Flexi TetraPalm is on the device nice and tight every time before you put the device in your ear. You can do this by pushing and twisting the Flexi TetraPalm down the nose toward the base. Then give it a look to ensure that it's all the way on the nose. If you can still see some of the orange markings on the nose, the Flexi TetraPalm is not on properly. Continue twisting the Flexi TetraPalm down the nose until the orange markings are covered.



\*Caution: Make sure that the Flexi TetraPalm is correctly attached. In rare cases, the Flexi TetraPalm could remain in your ear after removing the Eargo device. If this happens, have the Flexi TetraPalm removed by a healthcare professional.



# ADJUSTING THE PROGRAM

## AMPLIFICATION LEVELS

Your Eargo devices have four programs, ranging from low amplification (Program 1) to maximum (Program 4). To go from one program to the next, use a flat hand to firmly and rapidly double tap over your ear canal. The switch responds to the pressure created when you tap, not the touch of your hand.

Your Eargo device will let you know when you've changed programs. With every double tap, your Eargo will say, "Program 1," "Program 2," "Program 3," or "Program 4." It will progress through all 4 programs and then repeat from the beginning. More or fewer than two taps will not change the program. If you don't hear the program number, wait a second and then try again.

Programs are highly personal and often vary between ears and in different settings. Each ear is different, so do this for each ear independently. And remember, your Eargo devices should make sounds and speech crisper, but not louder.



To get a sense of how rapid a double tap should be to change programs, visit [eargo.com/showme](https://eargo.com/showme) to see a visual demonstration.

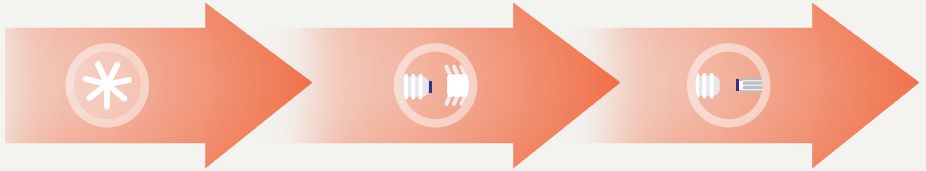


## USING THE PHONE

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 a bit or try holding it at an angle. Program 1 is designed for the phone, so if you ever experience feedback while on the phone, try this program. Some people also have success using speaker phone.

# EARGO CARE

Keeping your Eargo devices in good shape is very important.



## DAILY CARE

Wipe and brush daily.

## LONG-TERM CARE

Replace Flexi TetraPalms if clogged with wax.

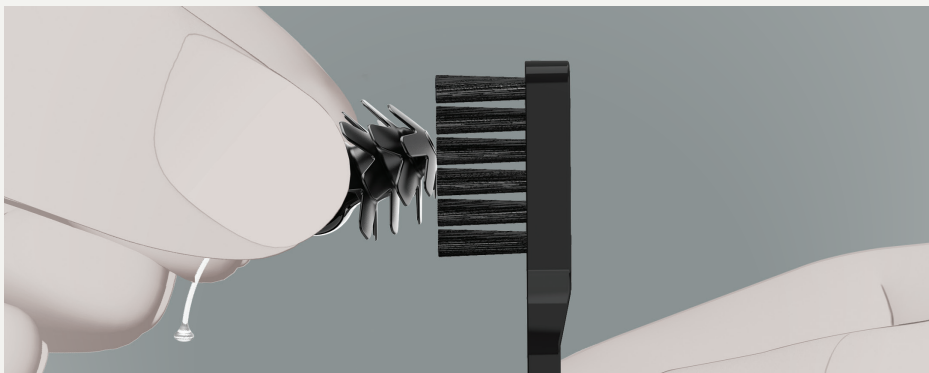
## LONGER-TERM CARE

Replace interior wax guard if clogged with wax.



You can follow along in this cleaning section with our step-by-step videos, made easily accessible at [eargo.com/showme](https://eargo.com/showme) for your viewing pleasure.





## DAILY CARE

### KEEPING YOUR EARGO DEVICES CLEAN



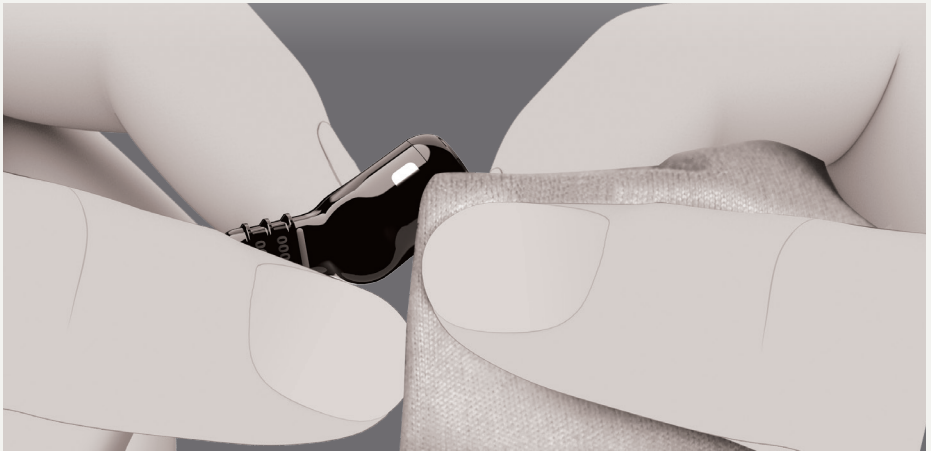
The Flexi TetraPalms may sweep out excess wax with each removal. There's often a sizable amount of wax that may come out during the initial days of using your devices. That amount should lessen over time.

It's very important to keep your devices clean. Wax buildup or other debris may lessen their sound quality and performance. Never thought you'd spend so much time hearing about ear wax, did you? Well, surprise!

# BEFORE CHARGING

Eargos are quite an amazing piece of engineering, design, and technology. Think of them as a sports car for your ears. Taking good care of them is essential for them to work at their peak performance. So, just like giving your fancy car a wipe down before you put it in the garage every night, you'll want to wipe down your Eargo hearing devices every night before you put them to bed in their charger.

Specifically, use the provided microfiber cloth to wipe the charging contacts. Earwax and oils from your skin can coat the contacts and interfere with proper charging. Sometimes you can't even see the oil on the contacts but it's there, so be sure to wipe those contacts to keep them charging.



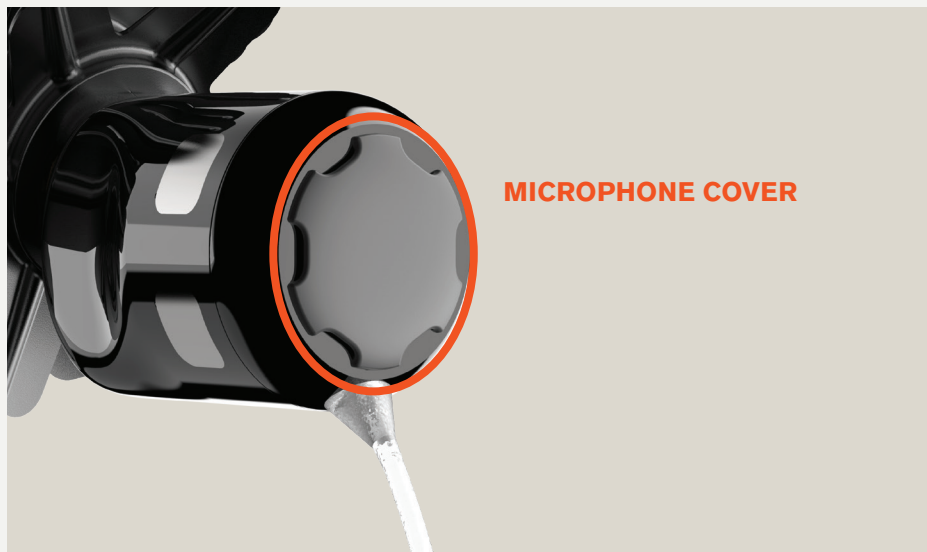
If you notice wax or other debris on your Flexi TetraPalms, simply let them dry and clean them with the cleaning brush and/or microfiber cloth provided. The body of the Eargo device, especially the nose, may also need cleaning.

It's important to inspect your Eargo devices daily. If you see any wax on the microphone, Flexi TetraPalms, the nose, or the contacts, please brush it off or wipe it away with the microfiber cloth.

# CARING FOR YOUR EARGO DEVICES

## MICROPHONE

Brush around the microphone cover to keep wax from blocking the openings where sound enters the device.





**FLEXI TETRAPALM** ▪ If you look at the tip of the Flexi TetraPalm, you should be able to see the black tip with small holes. Brush out the nose of the Flexi TetraPalm. Wipe the tip of the Flexi TetraPalm with the microfiber cloth provided. If that doesn't do the trick, you can also remove your Flexi TetraPalm and replace it with a new one (see instructions for removing and replacing the Flexi TetraPalm, pg. 35).



**CONTACTS** ▪ Wipe the contacts with the microfiber cloth.



**CLEANING THE CRADLE** ▪ Lint or wax can also collect on the gold charging contacts inside the cradle. Periodically check this area to make sure it is clean. If you see any lint or wax, you can also clean this area with the microfiber cloth.





## **DON'T SHARE YOUR EARGOS**

Now we know, being the generous individual that you are, it may be tempting to let others try your Eargo devices. But for hygienic reasons, please do not do this.



## **KEEP EARGO DRY**

Now, let's take some time to talk about the charger. Or, some more time, we should say. We love our charger, so you'll have to forgive us for going on about it whenever we're given the chance. Before placing your Eargo devices in the charger, make sure the devices are completely dry.

Long-term exposure to moisture can harm your devices. Let your devices air dry or dry them with a dry cloth.

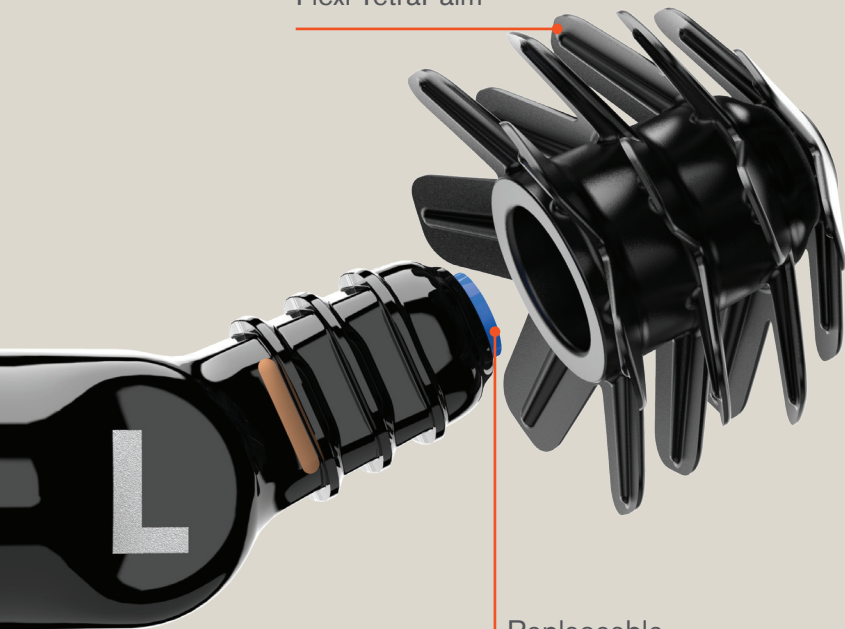
Don't use hot air or a hair dryer to dry your Eargo devices. It might give them that stylish, carefree, wind-blown look, but it could also damage their internal electronics.



## **EARGO DEVICES ARE NOT WATERPROOF**

Last but certainly not least, Eargo devices are not waterproof. Please do not immerse or submerge your devices in water, alcohol, or any liquid. Don't wear them while swimming or showering, and leave them behind when visiting a hot tub or steam room.

Replaceable  
Flexi TetraPalm



Replaceable  
Wax Guard

# LONG-TERM CARE

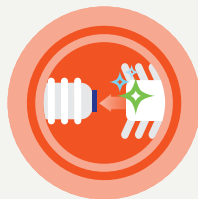
Keeping your Eargo devices in good shape is very important. In this section, we will discuss the long-term care of the Eargo devices. Long-term care is necessary when the Flexi TetraPalms get filled with wax. OK, we know we keep talking about earwax, but it just keeps coming up. Earwax is annoying like that.

On average, the Flexi TetraPalms will need to be changed every 3 months due to wax buildup. People with a lot of wax may need to do it more frequently. You'll find out quickly which camp you're in. Replacement Flexi TetraPalms can be found in the package. And don't worry about running out of Flexi TetraPalms, you can always order more. It's more important to have a clean, healthy, and happy ear.

## WAX ON, WAX OFF



**1. Remove old Flexi TetraPalm.**



**2. Replace with new Flexi TetraPalm.**

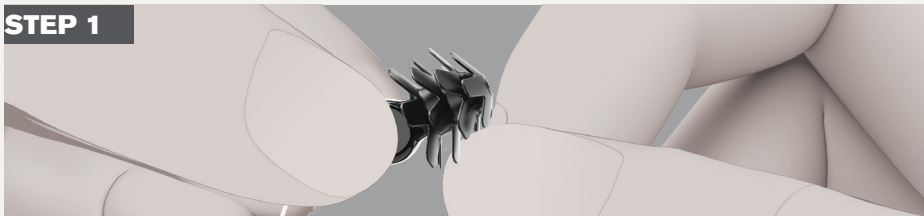


# FLEXI TETRAPALM REMOVAL



Many people find it is easier to visualize how to do this by following along with the video found at [eargo.com/showme](https://eargo.com/showme).

## STEP 1



Grasp the body of the Eargo device between your thumb and index finger.

## STEP 2



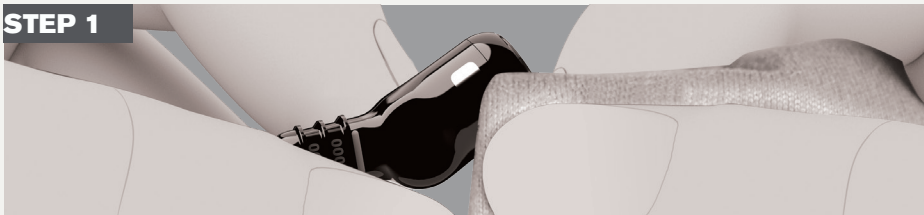
With your other hand, grasp the Flexi TetraPalm on one side at the bottom and peel it up and away from the body of the device. Discard the used Flexi TetraPalm.



# FLEXI TETRAPALM REPLACEMENT

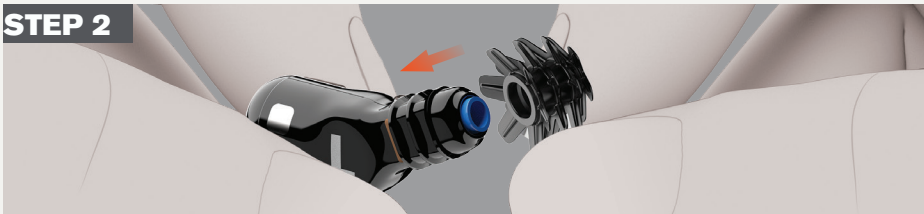
Next, let's replace the Flexi TetraPalms. Remember to use the correct size. Replacement Flexi TetraPalms can be found in the package.

## STEP 1



Now that the Flexi TetraPalms are removed, use a dry cloth to wipe the nose clean. Make it shine!

## STEP 2



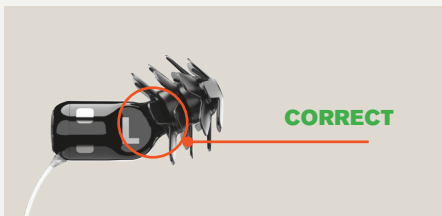
Take the clean Flexi TetraPalm in your other hand. Face the base of Flexi TetraPalm toward the nose, push and twist it all the way on, making sure to cover the orange markings on the device.\*



\*Caution: Make sure that the Flexi TetraPalm is correctly attached. In rare cases, the Flexi TetraPalm could remain in your ear after removing the Eargo device. If this happens, have the Flexi TetraPalm removed by a healthcare professional.

# FLEXI TETRAPALM REPLACEMENT

One final (but very important) note: You want to make sure the Flexi TetraPalm is on the device nice and tight every time before you put it in your ear. Have a look to ensure that it's all the way on the nose. We've added orange markings to the nose to help you check. If you can still see some of the orange markings on the nose, the Flexi TetraPalm is not on properly. Continue twisting the Flexi TetraPalm down the nose until the markings are covered.



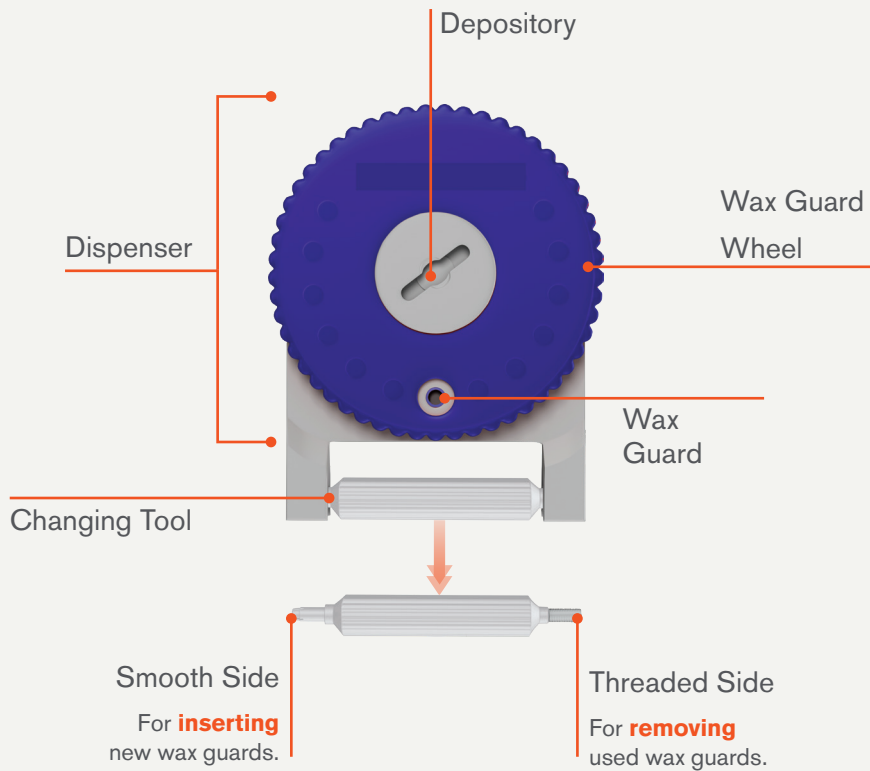
To have a clearer look at how this is done, watch our video at [eargo.com/showme](https://eargo.com/showme).

# WAX GUARD REPLACEMENT

You won't need to do this every time you change your Flexi TetraPalms, but once in a while, check the internal wax guard and make sure it's clean. If it is, you're set. If you notice a substantial amount of wax buildup, it's time to replace. This will happen roughly every 3 to 6 months, but will vary depending on the amount of wax you produce.

## GET TO KNOW YOUR WAX GUARD REPLACEMENT TOOL

To change the wax guard, you will need the blue Wax Guard Replacement Tool\* found in the package. The wax guard is very small and so is the tool to replace it, so don't be shy in asking someone for help with this part if you need to.



\*Only use tool and wax guards provided by Eargo.

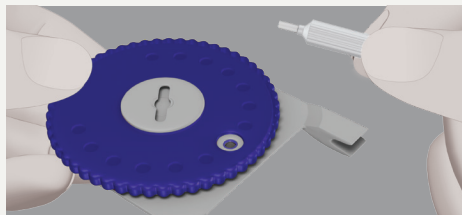
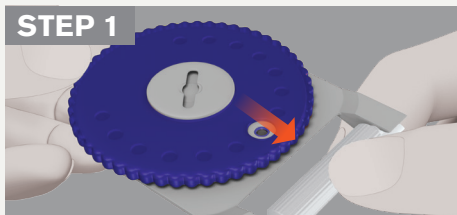


# REMOVING THE WAX GUARD

Let's get into how to remove the used wax guard.

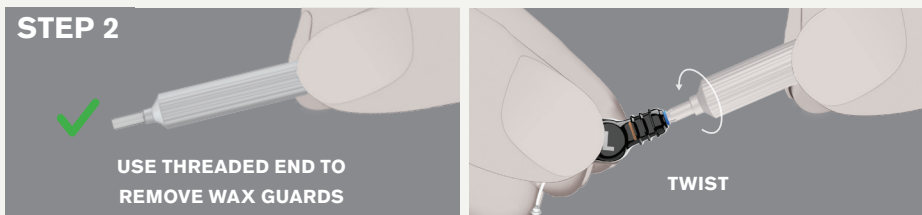


As with Flexi TetraPalms replacement, many people find it is easier to visualize how to do this by following along with the video, which can be found at [eargo.com/showme](https://eargo.com/showme).

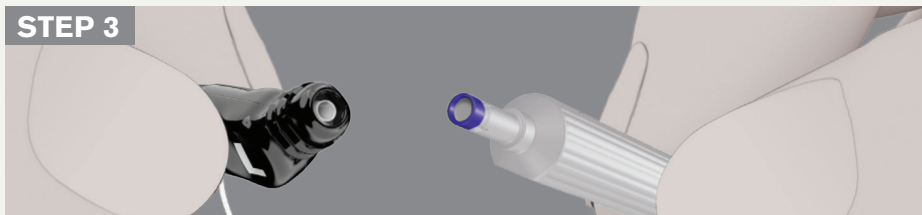


After removing the Flexi TetraPalm, remove the Changing Tool from its clip at the bottom of the Wax Guard Replacement Tool.

# REMOVING THE WAX GUARD

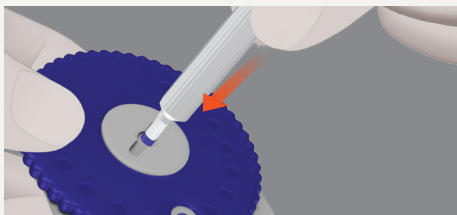
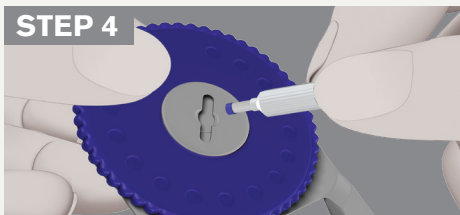


Take the Eargo device between your thumb and index finger. With your other hand, use the threaded side to gently twist the tool into the nose of the Eargo device to grab onto the used wax guard.\* The key word is gently. You don't need to apply too much force. Let the tool do all of the work here.

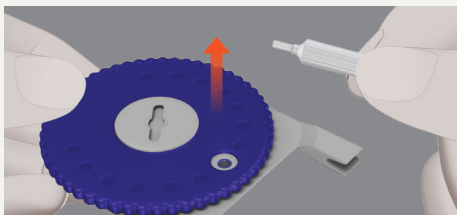
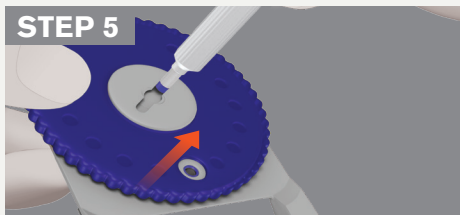


Once the tool has grabbed onto the wax guard, pull firmly on the tool to remove the wax guard from the device. Voilà! Wax guard removed.

\*The wax guard is disposable. Do not attempt to clean or reuse a wax guard. This could damage your hearing device.



To remove the old wax guard from the Changing Tool, push it into the center of the dispenser as shown.



Slide the Changing Tool sideways across the dispenser slot. Remove the tool to release the used wax guard.

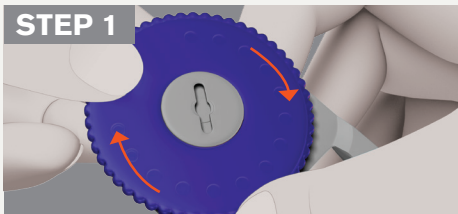
Next, it's time to put on a clean new wax guard.



# INSTALLING A NEW WAX GUARD

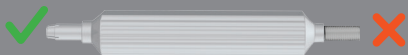
The Wax Guard Replacement Tool holds 15 new wax guards. Don't worry if you run out, you can always buy more by going online to [eargo.com/reorder](http://eargo.com/reorder) or giving us a call.

## STEP 1

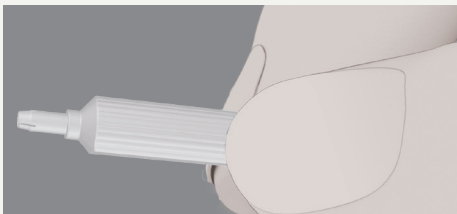


Turn the blue wheel of the Wax Guard Replacement Tool to a chamber containing a fresh new wax guard.

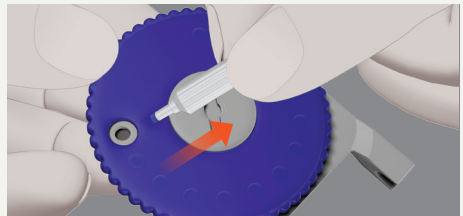
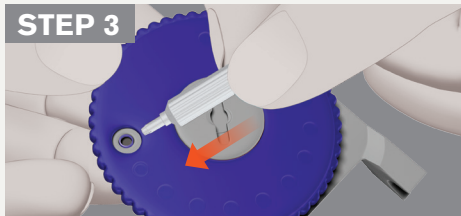
## STEP 2



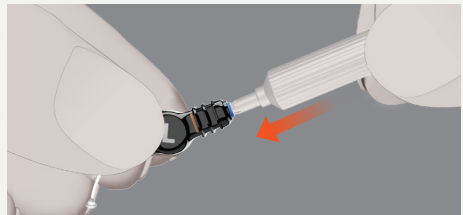
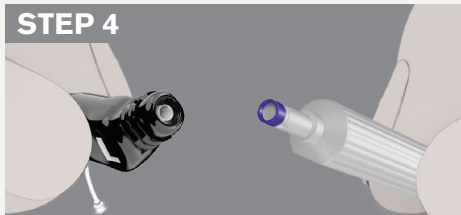
USE THE SMOOTH END TO REPLACE  
WAX GUARDS



You know how we used the threaded end of the tool when we took the wax guard out? Well, now it's time for the smooth side to shine.



Push the Changing Tool's smooth end firmly into the center of the blue wax guard to grab onto it. Once the wax guard feels engaged, pull it out.

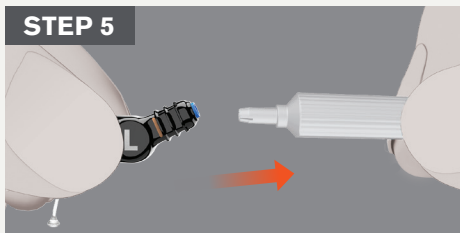


Grasp the body of the Eargo device between your thumb and index finger. With your other hand, gently insert the Changing Tool (with the clean wax guard engaged) as straight as you can into the open nose of the device.

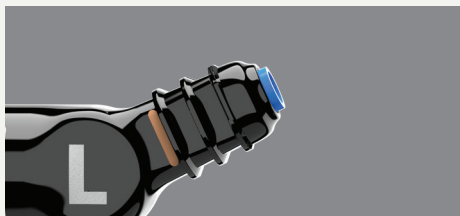
Once again, the key word here is gently. Don't push too hard or you might risk damaging the nose of the device, and that's the business end.

# INSTALLING A NEW WAX GUARD

## STEP 5

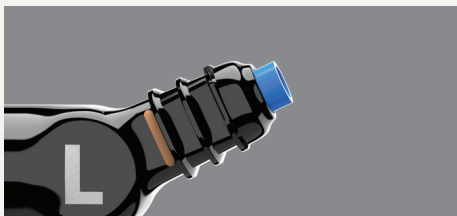


Once the wax guard is in line and flush with the nose of the device, pull the Changing Tool away. The wax guard will disengage and stay in place. Please take the time to ensure that the wax guard is correctly inserted.



## CORRECT

Put the Flexi back on and you're good to go!



## INCORRECT

Too far out. Push the wax guard in further.

# **YOUR FIRST MONTH AND BEYOND**

## **GETTING USED TO EARGO**

There are a couple of things to know as you adjust to your new life with your Eargo devices. One, there will be quite a few new sounds coming at you—at your ear-region, to be exact. So we wanted to let you know what to expect and to explain how that wonderful brain of yours will adjust very quickly to hearing more of the sound spectrum again. And two, we have a team of licensed hearing professionals with decades of experience working with people who are adjusting to wearing hearing devices for the first time. They're available to you should you need any help getting adjusted to your new devices.

# SLIP INTO SOMETHING MORE COMFORTABLE

## FINDING A COMFORTABLE FIT

We're pretty proud of our patented Flexis around here. In fact, their designers can often be seen strutting, rather shamelessly, around the office. And why shouldn't they? Thanks to Flexis, Eargo devices exert minimal force on the ear. After all, we love your ears—why would we want to exert a lot of force on them? And the Flexis create a unique open fit that allows air to flow in and out of the ear. Anyone who tells you a nice gentle breeze in and out of the ear isn't an absolute pleasure has obviously never experienced one. In other words, they're incredibly comfortable. So comfortable you might forget you're wearing them. If it wasn't for the incredible sound quality, that is. And if your Eargo devices ever feel uncomfortable, just try repositioning them—pull them backward, forward, or rotate them a little. Just make sure you keep the removal thread toward the bottom.

Some users have an itchy feeling in their ears for the first couple weeks of wearing their Eargo devices.

This is completely normal. The ear has to adjust to having something in it, and the feeling usually goes away in a few weeks.





# WHOSE VOICE IS THAT?

## HEARING YOUR OWN VOICE

“Autophony” is a fancy term for hearing your own voice. We like fancy words around here. We have one of those vocabulary calendars with a new word every day. Today’s word was “fritter” which means to squander or disperse. But, amazing vocabulary aside, autophony is one of the most common things people notice when they begin wearing an in-ear hearing device. Remarkably, this typically goes away within a week or two when your brain gets adjusted to it and eventually ignores it. We find you quite charming, but your brain probably figures why fritter (yay!) away time listening to you when there are so many other things out there to listen to?



# HAS THE WORLD ALWAYS BEEN THIS LOUD?


## HEARING YOUR SURROUNDINGS

When first wearing your Eargo devices, keep the volume low. Your brain will likely be hearing sounds you may not have heard for some time. Your brain will be like a kid who's been cooped up in a car for way too long suddenly being cut loose on a beach. Just running around hearing everything it can, giggling happily to itself. Anyway, our point is that little sounds—like water running, chip bags crinkling, and paper crumpling—may suddenly seem loud.

Your brain needs a little time to get used to hearing these high-frequency sounds again. It probably hasn't heard them for a long time. Give it a little while. The first weeks with your Eargo devices will be a time of adjustment. These sounds will begin to fade into the background as your brain relearns which ones are important and which can be ignored.







That beautiful brain of yours will focus in on speech and ignore less important sounds like paper crumpling. This usually happens over the first two to four weeks. Be patient. Your brain has a lot of adjusting to do! Once it's adjusted, you can try increasing the volume to a higher program to see which one gives you the greatest clarity. If these background noises continue to be an issue after 30 days, adjust the volume back down. Play around with the programs. As in life or marriage or the exact way to make a good gumbo, there is no right or wrong answer. And remember: You can select different programs for each ear.

One final word on volume, Eargo devices should sound crisp and not loud. If something sounds loud, you probably have the volume too high. Switch to a lower program.

# **IT'S ABOUT TO GET PRETTY CONVERSATIONAL**

## **SPEECH DISCRIMINATION**

Within the first couple of weeks of acclimating to your Eargo devices—and to sounds you may not have heard for a while—your ability to understand speech should start to improve. After the first few weeks, many people find that it's easier to hold a conversation in noisy environments. And your speech discrimination will likely continue to improve over time. Possibly for several months.

But remember, the key to anything is practice, so go outside and start talking!





## WATCHING TV

There's a lot of great TV out there. We have at least 36 hours of stuff recorded on our DVR. If we weren't so busy helping people hear life to the fullest, we'd do some serious binge-watching. Many people note that they can watch TV at a much lower volume after they start wearing their Eargo devices—usually the same volume that's comfortable for their spouse or family. This is just one of the many ways in which the Eargo devices benefit the people who **AREN'T** wearing them, too. If you find you still want the TV louder than your family does, you can temporarily increase the volume of your Eargo devices by using a higher program while watching TV. OK. Happy watching. And listening.

# TROUBLESHOOTING GUIDE

ISSUE	POSSIBLE CAUSE
Poor sound quality	Low battery Wax or debris buildup Incorrect insertion in the ear Change in hearing Not set to the correct program
Eargo devices don't charge	Eargo devices not placed correctly in charger Charger out of battery
No LEDs showing on charger	Did not take the lid off Charger out of battery
All 4 Hearing Device Indicator Lights are red	Device not placed correctly in charger
No sound	Dead battery Wax or debris is blocking the speaker or microphone
Different volume in left and right ears	Not set to correct program Hearing loss different between ears

## SOLUTIONS

Charge your Eargo devices

Clean with dry cloth and cleaning brush

Adjust the device in the ear or remove and re-insert the device

Replace Flexi TetraPalms or internal wax guards

Adjust the program

---

Remove and reposition Eargo devices correctly in charger signaled by the Hearing Device Indicator Lights showing charge level

Charge charger using USB cord and USB plug

---

Take the lid off

Charge charger using USB cord and USB plug

---

Remove then reposition hearing device in charger

---

Charge your Eargo devices

Clean Flexi TetraPalm tip and microphone with brush. Replace Flexi TetraPalms or internal wax guards

---

Cycle through programs on one ear until volume matches in both

---

# TROUBLESHOOTING GUIDE

ISSUE	POSSIBLE CAUSE
Not turning off	Not in charger
Flexi TetraPalm remains in your ear when removing the Eargo device	Flexi TetraPalm not attached securely
Can't get Flexi TetraPalm off of Eargo device for replacement	Pulling Flexi TetraPalm straight back
Device is uncomfortable —too tight or loose	Flexi TetraPalm is too large or too small

## **SOLUTIONS**

Place devices in charger to automatically turn them off

---

Have the Flexi TetraPalm removed from your ear by a healthcare professional

---

Grab at the bottom of the Flexi TetraPalm and pull it out and up (see pg. 35)

---

Try a different size Flexi TetraPalm (see pg. 21 for instructions)

---

# SUPPORT

## HAVE QUESTIONS?

If your Eargo devices begin to have any issues, please consult the troubleshooting guide on the previous pages.

Have questions? We have answers and are ready to help. Just give us a call at **1 (800) 61-EARGO**.

# GUARANTEE

## HAPPINESS GUARANTEED

If you're not happy with your Eargo devices, you can return them within 45 days. Call us at **1 (800) 61-EARGO** and we'll tell you how.

But, don't be surprised if we sound sad. We hate to see you go.



## **WELL, THAT'S IT!**

You've made it to the end. Bravo!  
Now get out there and start  
hearing life to the fullest.

## INDICATIONS FOR USE

The hearing device is intended to amplify and transmit sound to the ear and thereby compensate for mild to severe high-frequency hearing loss

### **WARNING TO HEARING DEVICE DISPENSERS**

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

- i. Visible congenital or traumatic deformity of the ear.
- ii. History of active drainage from the ear within the previous 90 days.
- iii. History of sudden or rapidly progressive hearing loss within the previous 90 days.
- iv. Acute or chronic dizziness.
- v. Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- vi. Audiometric airborne gap equal to or greater than 15 decibels at 500 Hertz (Hz), 1,000 Hz, and 2,000 Hz.
- vii. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- viii. Pain or discomfort in the ear.



## **IMPORTANT NOTICE FOR PROSPECTIVE HEARING DEVICE USERS**

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing device.

Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing device is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing device. The physician will refer you to an audiologist or a hearing device dispenser, as appropriate, for a hearing device evaluation.

The audiologist or hearing device dispenser will conduct a hearing device evaluation to assess your ability to hear with and without a hearing device. The hearing device evaluation will enable the audiologist or dispenser to select and fit a hearing device to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial rental or purchase option program. Many hearing device dispensers now offer programs that permit you to wear a hearing device for a period of time for a nominal fee after which you may decide if you want to purchase the hearing device.

Federal law restricts the sale of hearing devices to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician.



## **CHILDREN WITH HEARING LOSS**

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

## **ADDITIONAL NOTICES**

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

In most cases, infrequent use of a hearing device does not permit a user to attain full benefit from it. The use of a hearing device is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lip reading.

## **POSSIBLE SIDE EFFECTS**

Minor itchiness, redness, and irritation may occur as your ear becomes accustomed to having an object in it. If this or anything related may arise, please contact Eargo.

If an actual allergic reaction occurs or you experience inflammation, discharge from the ear, excessive wax or other unusual conditions, contact a physician.

If, for any reason, your hearing devices do not operate properly, do NOT attempt to fix them yourself, as you could cause further damage.

## **CAUTION**

Always wear an Eargo device with a Flexi TetraPalm. Make sure that the Flexi TetraPalm is correctly attached. In rare cases, the Flexi TetraPalm could remain in your ear after removing the Eargo device. If this happens, do not attempt to remove the Flexi TetraPalm yourself. Have the Flexi TetraPalm removed by a healthcare professional.

# APPENDIX

## STORAGE

Store in dry place, away from direct sunlight or heat to avoid extreme temps. Keep out of reach of pets and children.

## TEMPERATURE LIMITS

Eargo devices are designed to charge from 5°C to 45°C (41°F to 113°F). Eargo devices can be stored from -20°C to 50°C (-4°F to 122°F). Your hearing devices are designed to operate beyond the range of temperatures comfortable to you, from very cold to 50°C.

## BATTERY WARNINGS

Eargo devices contain batteries which are dangerous if swallowed. To help prevent accidental ingestion of batteries:

- Keep out of reach of children and pets.
- Check your medications before taking them—batteries have been mistaken for pills.
- Never put batteries in your mouth, as they can easily be swallowed.

## **NATIONAL BUTTON BATTERY INGESTION HOTLINE: 1 (800) 498-8666**

As with many batteries, Eargo device batteries have a risk of leakage. Periodically check Eargo devices for any signs of leakage (visible white residue). If you see such residue or suspect battery leakage for any other reason, immediately discontinue use and contact Eargo immediately. If you suspect you have touched any battery fluid or residue, wash your hands thoroughly.



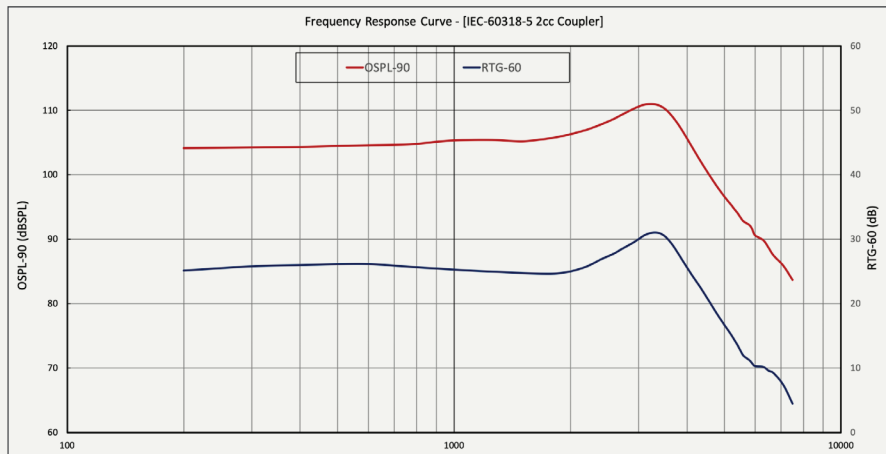
## **WASTE DISPOSAL**

Waste from electronic equipment must be handled according to local regulations.

## **POWER SUPPLY SPECIFICATION**

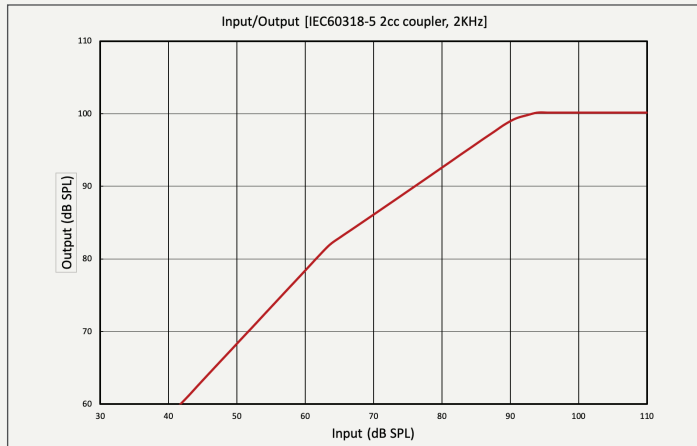
- Input: 100-240V ~ 50/60 Hz, 200mA max current
- Output: 5.0V ... 1100mA

# TECHNICAL DATA ANSI S3.22-2003



## ANSI/IEC-60318-5 2cc Coupler

Output saturation (90 dB SPL input)	Max	111	dB SPL
	HFA	106	
Full-on gain (50 dB SPL input)	HFA	26	dB
Reference test gain (60 dB SPL input)	HFA	26	dB
	Max	32	
Frequency range	200~7500Hz		Hz
Total Harmonic Dis- tortion	500Hz	2	%
	800Hz	2	
	1600 Hz	1	
Equivalent Input Noise (Noise Reduction Disabled)		33	dB SPL
Current drain (battery)		0.9	mA



## ATTACK AND RELEASE TIMES

**BASIC  
attack**

400 msec

**BASIC  
release**

15,000 msec

**FAST  
attack**

3 msec

**FAST  
release**

100 msec

**REACH  
release**

600 msec

## COMPLIANCE INFORMATION



This device complies with FCC Part 15 and 18 of the FCC Rules

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**NOTES**

---

---

---

---

---

---

---

---

---

---

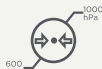
## INFORMATION AND EXPLANATION OF SYMBOLS



Warning/Caution: Important information for injury prevention, handling and product safety.



Relative humidity: Store between 0% to 90% relative humidity.



Atmospheric pressure should be 600 hPa to 1000 hPa.



Consult instructions for use.



Contains electronics, dispose according to local regulations, or return to Eargo.



Do not use if package is damaged.



Single use only.



Keep away from sunlight.



Keep dry.



Manufacturer.



Date of manufacture.



Catalogue number.



Serial number.



Bluetooth.

## ENVIRONMENT

Your Eargo hearing aid system is designed to operate in public and residential environments and to comply with International Electromagnetic Compatibility emissions and immunity standards for medical devices. However, it is still possible that you may experience interference caused by power line disturbances, metal detectors (e.g. at airports), electromagnetic fields from other medical devices, radio signals, and electrostatic discharges.

## ESSENTIAL PERFORMANCE

Your hearing aid system is designed to be stored within the temperature ranges of -4°F (-20°C) to 122°F (50°C).

Your hearing aid system is designed to operate within the temperature ranges of 41°F (5°C) to 113°F (45°C).



## GENERAL WARNINGS

- Avoid use of hearing aid systems directly next to other electronic equipment, which could result in decreased performance. If such use is necessary, monitor the performance of your hearing aid system and the other equipment to ensure they are operating normally.
- Use of accessories, components, or replacement parts other than those provided by Eargo could result in increased electromagnetic emissions and decreased electromagnetic immunity, which could decrease performance.
- If portable radio frequency communications equipment is used closer than 12 inches (30 centimeters) from your hearing aid system, performance may decrease. If this occurs, move away from the communications equipment

- Your hearing aid system can be used on an aircraft, as hearing aids are exempt from the rules applied to other personal electronic devices.
- The wireless capabilities featured in your hearing aid system are approved to operate at a radio frequency specific to your country or region and may not be approved for use outside your country or region. Operation during international travel may interfere with other electronic devices; or other electronic devices may interfere with your hearing aid system.
- Electrical equipment are an ignition source. Do NOT use your hearing devices or charger in an oxygen enriched environment or other explosive areas, unless those areas are certified for hearing device use.
- Only use medical grade (IEC 60601-1) or ITE approved (UL 60950) power supply.
- The Eargo hearing aid system is NOT intended for use by children. The hearing aid and accessories contain small parts which should be kept out of reach of children due to choking hazard.
- Hearing device may impair remaining hearing. Only use as prescribed by your hearing care professional.
- Hearing device must only be used by intended person. Use by another person may damage their hearing.
- Do not use an instrument, such as a cotton swab, to push the hearing device in the ear canal. The hearing device may be placed too deep and cause damage to the ear.
- Do not place charger in clothing pocket while charging with the micro USB cable. The charger may overheat and malfunction.
- Users with active implants such as a pacemaker should keep hearing device, and charger away from the active implant.

- Do not use hearing device during X-rays, MRIs, CT scans or other similar medical treatment to prevent damage to the hearing device.
- Check for electronic or wireless restrictions prior to using hearing device, or charger to prevent electrical interference to nearby equipment.
- Do not expose hearing device to contaminants such as hair spray, mousse, gel, lotions, etc. to prevent damage to the hearing device.
- Avoid exposure to water or long term exposure to moisture to prevent damage to hearing device and charger.
- Do not dry hearing device with a hairdryer. Heat may damage hearing device.
- Only clean hearing device with brush and dry cloth. Be careful to prevent any damage to the hearing device.
- To prevent damage and/or malfunction, do not modify hearing device, charger, or accessories.
- Do not replace battery.

## **WIRELESS TECHNICAL DESCRIPTION**

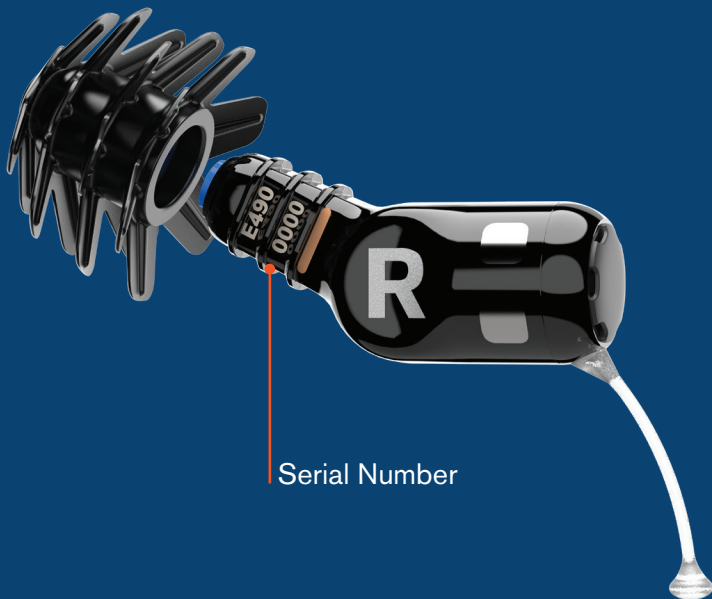
- Your Eargo hearing aid system is classified as a Group 1, Class Type B device as applied part under the IEC 60601-1 medical device standard.
- Your Eargo hearing aid system, specifically the charger, contains a radio transceiver operating in the frequency range of 2.4 GHz to 2.48 GHz.
- This hearing aid model has been tested to, and has passed, the following EMC, emissions, and immunity tests:
  - FCC CFR 47 Part 15, subpart C
  - IEC 60601-1-2 radiated emissions requirements for a Group 1, Class B device as stated in CISPR 11.
  - Immunity to ESD levels of +/- 8 kV conducted discharge and +/- 15 kV air discharge.

## WARRANTY & REPAIR POLICY

CATEGORY	
<b>45-Day Right to Return</b>	Eargo grants you a 45-day right to return. Within this 45-day period, you can return your Eargo devices.
<b>Warranty Period</b>	Eargo offers you a two-year limited warranty valid starting from the date of delivery.
REPAIR	
<b>What Your Warranty Policy Covers</b>	This limited warranty covers defects in material and workmanship for the Eargo hearing system, which includes the hearing devices, internal components, charger, cord, and plug within the limited warranty period. This warranty is guaranteed by Eargo, Inc.
<b>What You Get With Your Repair</b>	For valid repairs, Eargo pledges to secure functionality at least equivalent to the original hearing device. At the discretion of Eargo, hearing devices may be replaced by new products or products manufactured from new or serviceable used parts or repaired using new or refurbished replacement parts.

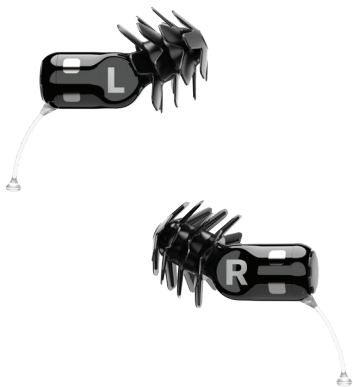
<b>Exclusions from Warranty Repair Coverage</b>	<ul style="list-style-type: none"> <li>▪ Devices purchased from unauthorized distributors (including eBay) are not covered by this or any other Eargo warranty.</li> <li>▪ Damage from improper handling or care, exposure to chemicals, immersion in water, or undue stress.</li> <li>▪ Damage caused by third parties or non-authorized service centers are excluded from this repair policy.</li> </ul>
<b>Number of Repairs</b>	Unlimited during warranty period for repairs covered by warranty terms.
<b>LOSS AND DAMAGE</b>	
<b>Loss &amp; Damage</b>	Eargo offers a <b>one time (1x) replacement</b> for each device that is lost or damaged during the <b>warranty period</b> , for a fee (stated and updated at <a href="https://eargo.com/warranty">eargo.com/warranty</a> ). Devices damaged from improper use or care will not be replaced.
<b>How to Submit Request for Repair</b>	Call <b>1 (800) 61-EARGO</b> and we will be happy to assist.

Eargo, Inc.  
1600 Technology Drive, 6th Floor  
San Jose, CA 95110



Serial Number

# Happy Hearing



Support: **1 (800) 61-EARGO**  
**[www.eargo.com](http://www.eargo.com)**

This is a new or refurbished product.

“Eargo” and “Neo” are registered trademarks of Eargo, Inc.

Eargo, Neo HiFi and the Eargo wordmark are registered trademarks of Eargo, Inc. ©2020 Eargo, Inc.

User Guide LBL0251 Rev A 12/19