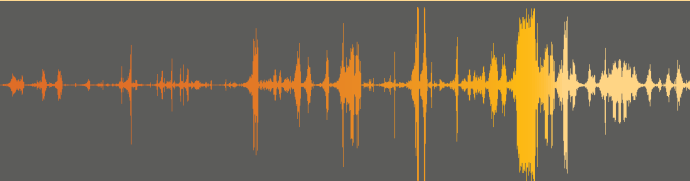




# CORE

## Series L • App Manual



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# Downloading the App

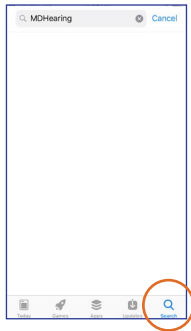
## For iOS:

- a)** Open the App Store® on your phone or tablet.
- b)** Select the search icon in the lower-right corner, and search for “MDHearing”.
- c)** Click the “GET” button to install the MDHearing app. Then open the app and follow the instructions to get started.

a)



b)



**Note:** The app is required to personalize your CORE.

*App Store is a service mark of Apple Inc., registered in the U.S. and other countries.*

**For Android™:**

**a)** Open the Google Play app on your phone or tablet.

**b)** Search for “MDHearing” in the search bar at the top.

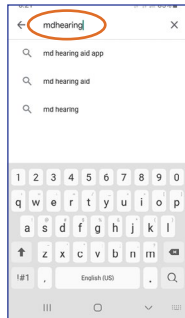
**c)** Click the “Install” button. Then open the app and follow the instructions to get started.

**Note:** The app is required to personalize your CORE.

**a)**



**b)**



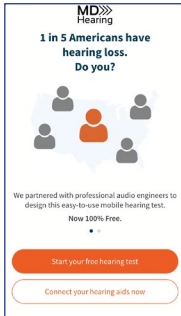
# Registration

**a)** Select “Connect your hearing aids now”.

**b)** Create an account, or log in with Facebook.

***Note:** If you log in with Facebook, you will skip the next two steps.*

**a)**



MD»» Hearing

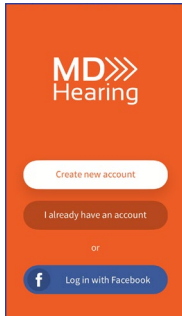
1 in 5 Americans have hearing loss.  
Do you?

We partnered with professional audio engineers to design this easy-to-use mobile hearing test.  
Now 100% Free.

Start your free hearing test

Connect your hearing aids now

**b)**



MD»» Hearing

Create new account

I already have an account

or

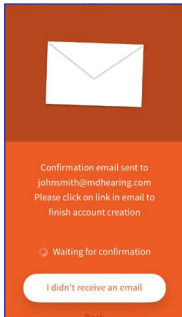
f Log in with Facebook

**c)** Open email on your device and click the link from MDHearingAid Support.

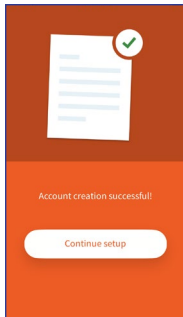
***Note:** Check your spam folder if you do not see an email in your inbox.*

**d)** Return to the MDHearing app to continue setup.

**c)**



**d)**



# Connecting With iOS

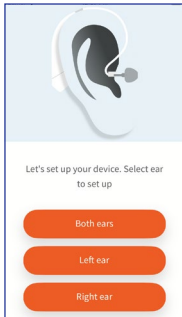
**a)** Select the ear you want to set up.

**Note:** Screens will be red when setting up right ear. Screens will be blue when setting up left ear.

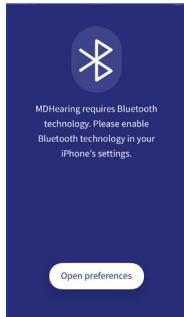
**b)** Turn on Bluetooth in your phone settings to allow the app to communicate with the CORE, and return to the app.

**Note:** Do NOT pair the aids via your phone's Bluetooth settings outside the app. You must follow instructions in the app, otherwise it will not find the aids.

**a)**



**b)**



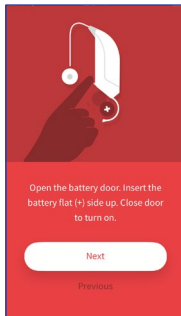


**c)** Remove the hearing aid from the box, activate battery, and then insert battery into aid.

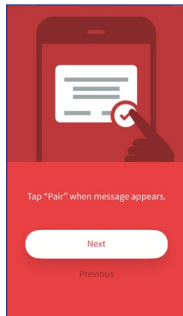
**Note:** After removing tab, you must wait one (1) full minute *BEFORE* inserting battery into aid. This allows the battery to fully activate.

**d)** Give your device permission to pair.

**c)**



**d)**



# Connecting With Android

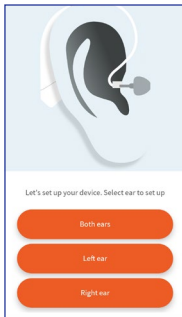
**a)** Select the ear you want to set up.

**Note:** Screens will be red when setting up right ear. Screens will be blue when setting up left ear.

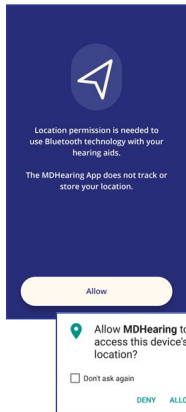
**b)** Allow MDHearing to access the device location and connect with your CORE. The app does not track or store your location.

**Note:** Do NOT pair the aids via your phone's Bluetooth settings outside the app. You must follow instructions in the app, otherwise it will not find the aids.

**a)**



**b)**

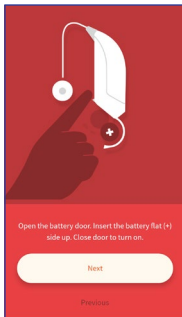


**c)** Remove the hearing aid from the box, activate battery, and then insert battery into aid.

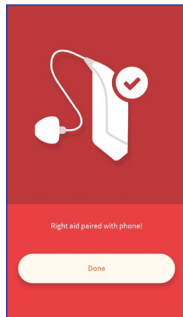
**Note:** After removing tab, you must wait one (1) full minute *BEFORE* inserting battery into aid. This allows the battery to fully activate.

**d)** Once CORE has paired with your device, continue with the personalization.

**c)**



**d)**



# Personalizing

Just as no two people are alike,  
no two ears are exactly the same.  
That's why MDHearing created  
a way for you to personalize the  
*CORE* for your unique ears.

By measuring your response  
to a series of tones, the *CORE*  
will create a profile for each  
ear and customize the  
programs just for you.

***Note:*** This is not a medical  
evaluation or test.



## When to Personalize

### First use:

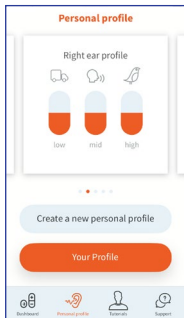
You will be prompted to personalize after connecting your *CORE* to the app.

### Change of tip:

The different types of tips produce different levels of output and will affect your results.

### Annually:

Your ears can change over time. It is best to update your profile every year.



**Note:** Once completed, you can view your personal profile or create a new one at any time. Swipe on the summary page to see more details.

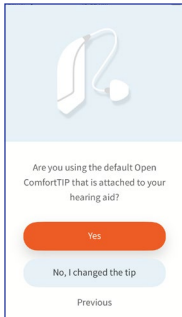
## Personalization Process

**a)** To begin creating your personal profile, you will need to specify which type of tip you are using.

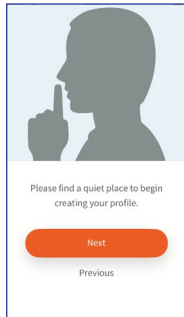
**Note:** We recommend first trying the default open ComfortTIP™ that is attached. The app will detect if the High Volume closed tip is needed.

**b)** Allow the MDHearing app to use your device microphone. This is only used during the personalization to check that you're in a quiet place for accurate results.

**a)**



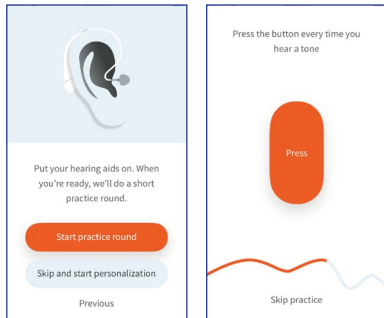
**b)**



**c)** Follow the instructions in the app to complete your personalization for each ear. This will take about 10 minutes.

**Note:** For accurate results, only press the button if you really heard the tone.

**c)**



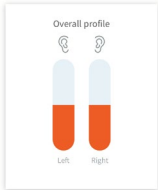
**d)** When finished, you will see your personal profile. Swipe on the summary page to view more details.

**Note:** *The more blue in the bar, the more amplification you require.*

**e)** To finish optimizing your hearing aids, enter your date of birth and gender.

**Note:** *Personalization results differ based on age and gender.*

**d)**



Overall profile

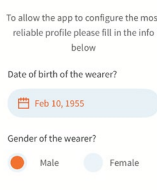
Left Right

Finish and customize

Redo my profile

The screen displays 'Overall profile' with two vertical bars for 'Left' and 'Right' ears. Each bar has a blue top section and an orange bottom section. Below the bars are four dots, with the first one filled. At the bottom are two orange buttons: 'Finish and customize' and 'Redo my profile'.

**e)**



To allow the app to configure the most reliable profile please fill in the info below

Date of birth of the wearer?

Feb 10, 1955

Gender of the wearer?

Male Female

Configure hearing aids

Previous

The screen prompts the user to fill in information for profile configuration. It includes a date picker set to 'Feb 10, 1955' and radio buttons for 'Male' (selected) and 'Female'. At the bottom are two orange buttons: 'Configure hearing aids' and 'Previous'.

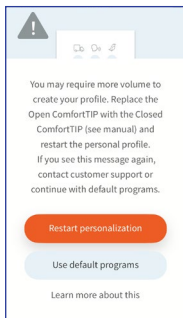


## High Volume Closed Tip

The app will detect if you need more volume to create your profile. If this is the case, you will see this screen.

Use the High Volume closed tip included in your accessories.

Detailed instructions for using this tip can be found on pages 17–19 in your *CORE* user manual.



# Dashboard Controls

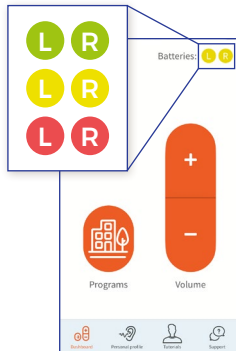
The Dashboard allows you to view your hearing aid battery levels and change your program and volume. Tap the Programs button to access program options. Tap the Volume button to access volume control.

## Battery Information

The battery life is indicated by color.

- **Green/Yellow** = Good battery
- **Red** = Replace battery

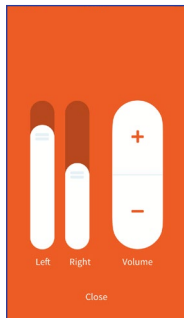
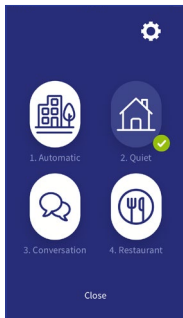
**Important!** The app may no longer work when batteries are low, even if CORE is still working. This is because the app connection requires more power than the hearing aid amplification.



## Program and Volume Control

**Programs:** For detailed program descriptions, see page 12 in your *CORE* user manual.

**Volume:** Drag the sliders up and down to control the left or right aid's volume. Tap “+/-” to raise/lower the volume of both aids.

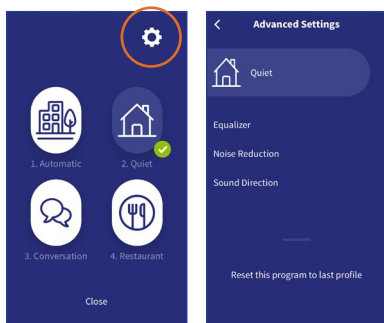


**Note:** When *CORE* is turned off and back on, it will reset to Program 1 and the default volume level.

# Advanced Settings

You can further customize each program with the Advanced Settings by tapping the settings icon (⚙️) in the top-right corner of the programs screen.

**Note:** You must complete the personalization process before using the Advanced Settings.



# Equalizer Tool

The Equalizer tool allows you to customize how low, medium, and high frequencies are processed.

Use the sliders to make changes, making very small adjustments at a time.



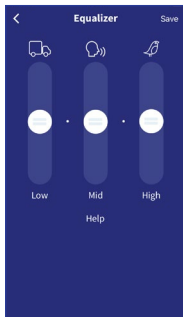
**Low-tone slider (truck):** Reduce if sounds are muffled or you hear an echo.



**Mid-tone slider (voice):** Adjust if you need more clarity in conversations.



**High-tone slider (bird):** Adjust if sounds are tinny or seem like they are coming through a metal tube.

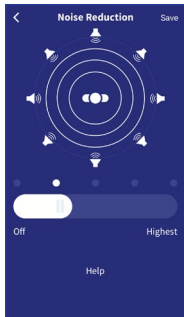


## Noise Reduction Tool

The Noise Reduction tool allows you to determine the amount of background noise you want to filter out.

Use the slider to choose a setting—the higher the setting, the more background noise will be reduced.

**Note:** While the technology for separating the human voice from background noise is very good, be aware that using the highest level of noise reduction may remove some sounds that you did want to hear.

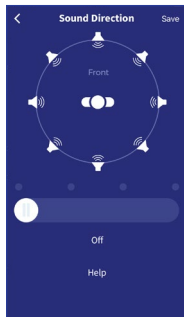


## Sound Direction Tool

The Sound Direction tool allows you to change the focus of the microphone's input.

Use the slider to choose a setting—each has a different real world application.

- **General:** Best for hearing sounds all around you.
- **TV:** Best for watching TV or when your sound source is in front of you.
- **Meeting:** Best for listening in groups of 3–4 people.
- **One-on-one:** Best for one-on-one conversation in a noisy area.



***Note:** Sound Direction cannot be changed on the Automatic program because it automatically adjusts the microphone's input.*

# Tutorials

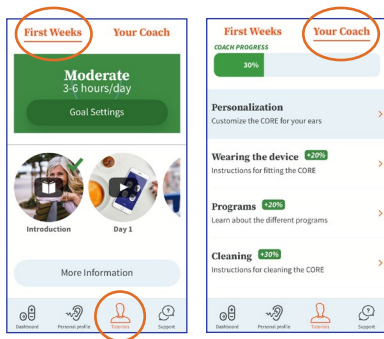
## First Weeks:

The First Weeks tool helps you set goals and adapt to your new hearing aid.

## Your Coach:

The Coach tool allows you to take a guided tour of the *CORE* and the MDHearing app.

View lessons on topics such as how to wear the hearing aid, how to clean it, etc. View your overall progress at the top of the screen as you complete each lesson.



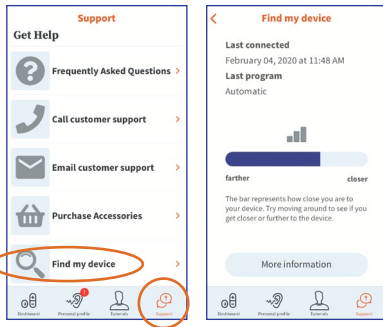
**Note:** The *First Weeks* and *Coach* tools can be found under the “Tutorials” tab at the bottom of the screen.



# Find My Device

The Find My Device tool helps you locate your misplaced hearing aids. Its real-time distance indicator represents how close you are to the device. It also tracks your last-known time of connection and program setting.

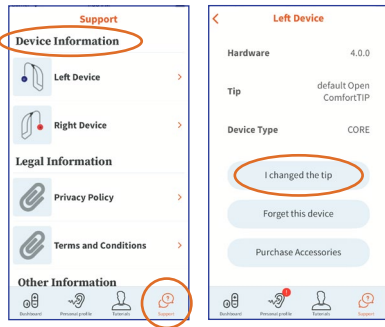
**Note:** Find My Device can be found under the “Support” tab at the bottom of the screen.



# Device Information

## “I changed the tip” button:

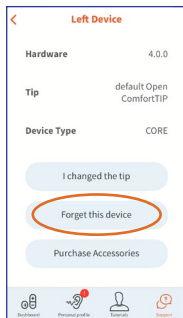
If you change the tip, we recommend specifying which type of tip you are using on each hearing aid. This ensures that you recreate your personal profile to reflect the tip and volume, thus giving you the most accurate results.



**Note:** To find Device Information, select the “Support” tab at the bottom of the screen and scroll down.

## “Forget this device” button:

You are only able to connect to one device at a time. If you switch to a new phone or tablet, you should “forget this device” to delete *CORE* from the previous device.



# Troubleshooting

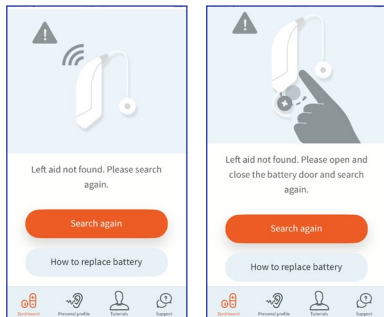
**Note:** For issues with sound, please see your CORE user manual.

## Connection Problems

If the app is unable to find your aid, check the following and then press “search again”.

### **CORE is turned on:**

Make sure there is a working battery in your CORE and the battery compartment is fully closed. Place CORE on your ear, press the button on the hearing aid and listen for beeps or voice prompts.



### **CORE is near the smartphone:**

Bluetooth has a limited connection range. Make sure your *CORE* is within six (6) feet of your device.

### **No other device is connected to the CORE:**

If you use the MDHearing app on both your smartphone and tablet, you will only be able to connect with one device at a time. Make sure the app is completely closed on the other device.

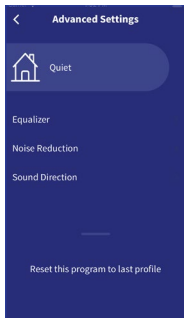
If the app is still unable to find the aid, replace the battery. The app may no longer work when batteries are low, even if the *CORE* is still working. This is because the app connection requires more power than the hearing aid amplification.

## Unsatisfactory Sound

If you are not satisfied with the sound after completing the hearing personalization, there are a couple ways to adjust the settings.

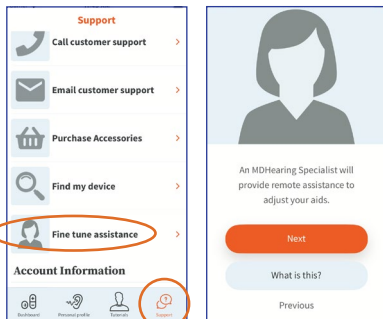
### Advanced audio settings:

You can further customize your *CORE* with the Advanced Settings. Tips on how to use these settings can be found on pages 17–20.



## Remote fine-tune assistance:

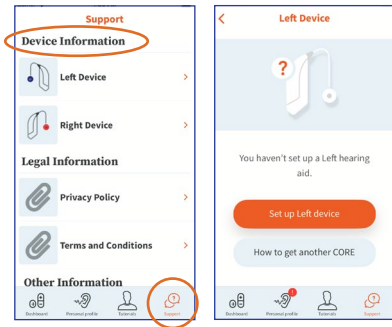
Our hearing specialists can also adjust the settings for you through the app. Let us know the issue you are facing and then a specialist will contact you and remotely adjust your hearing profile. To get started, go to the “Support” tab at the bottom of the screen and select Fine Tune Assistance.



## Add a Second CORE to the App

If you started using the app with only one aid and later decide to add a second aid, you will need to go to the “Support” tab at the bottom of the screen and scroll down to Device Information.

Select either Left or Right Device, depending on which side you need to set up. Then tap the “Set up Left/Right device” button and follow the instructions in the app.

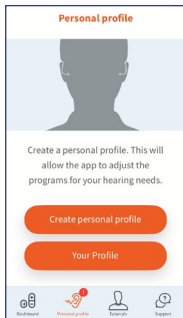




## Incomplete Profile Notification

When your personal profile is incomplete, you will see an exclamation mark on the Personal Profile icon. This means you need to recreate your personal profile. This can be the case when:

- you never completed the personalization.
- you add a new *CORE* hearing aid.
- you change the tip in the app settings.



*For more FAQs, visit the support screen in your MDHearing app.*

# Compatible Devices

The MDHearing app is available for iPads and iPhones with iOS version 10 and higher or for Android devices running version 5 or higher.

## **Bluetooth**

The Bluetooth® word mark and logos are registered trademarks owned by the Bluetooth SIG, Inc. and any use of such marks by SC Industries is under license. Other trademarks and trade names are those of their respective owners.

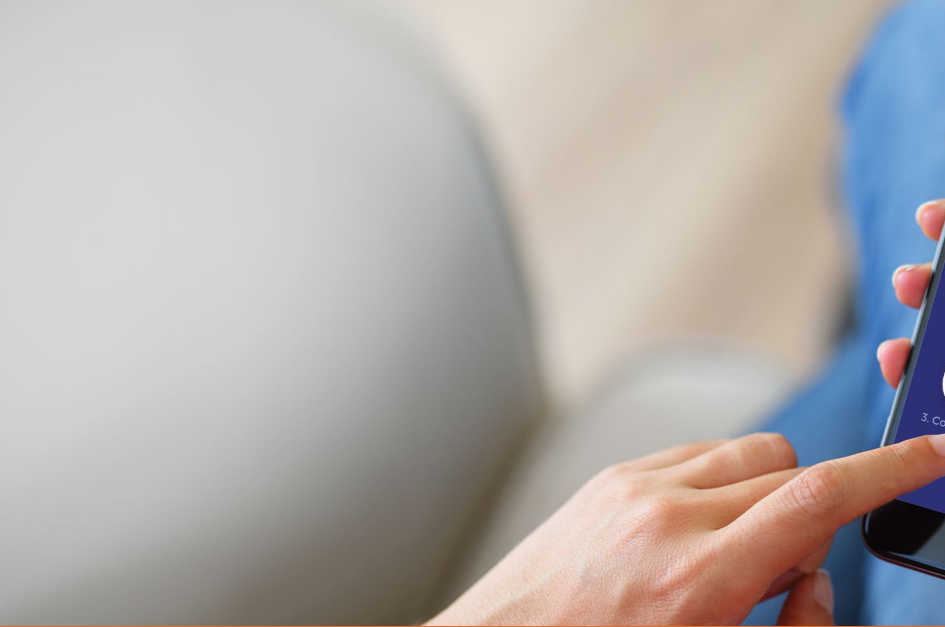
# Warnings

Notifications of app updates should not be disabled, and it is recommended that the user installs all updates to ensure that the app will function correctly and will be kept up to date.

The app must only be used with MDHearing and LifeEar® devices for which it is intended, and SC Industries takes no responsibility if the app is used with other devices.

If using the MDHearing app with the hearing aid, please make sure to read the hearing aid user guide. The hearing aid user guide was included in the hearing aid package. If you need a new copy, please contact MDHearingAid customer support.

Mobile device apps are intended to be used with wireless hearing aids. Mobile device apps send and receive signals from the wireless hearing aids via mobile devices for which the apps have been developed.



**MDHearingAid.com**

v02.21 • App Version 2.1.5