

app manual



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downloading the app

Option 1:

For iOS, go to the App Store®. For Android™, go to Google Play. Search for “LifeEar” and install the app.



Option 2:

Go to www.LifeEar.com/app from your phone or tablet and click the link to download the app. Then install the LifeEar® app.

Open the app and follow the instructions to get started.

note: The app is required to personalize your LifeEar CORE.

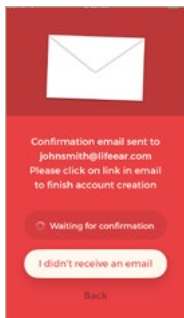
App Store is a service mark of Apple Inc., registered in the U.S. and other countries. Android, Google Play and the Google Play logo are trademarks of Google Inc.

registration

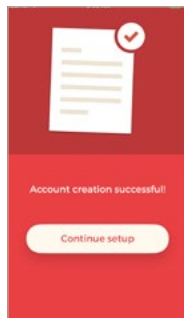
The image displays two sequential screenshots of a mobile application's registration process. The first screenshot (left) features the 'Life Ear' logo at the top, followed by three primary options: 'Create new account' (highlighted in yellow), 'I already have an account', and 'Log in with Facebook' (with a Facebook icon). The second screenshot (right) is titled 'Create new account' and contains three input fields: 'Enter email address', 'Choose password', and 'Confirm password', each with a corresponding red input box. A 'Create new account' button is positioned at the bottom of this form.

.01 Create an account, or log in with Facebook.

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



.02 Open email on your device and click the link from LifeEar Support.

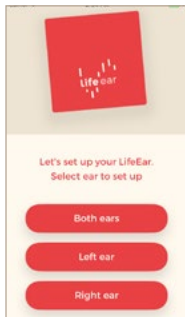


.03 Return to the LifeEar® app to continue setup.

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

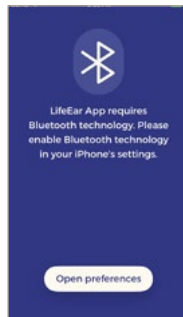


connecting with iOS



.01 Select which 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.

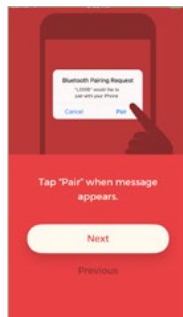


.02 Turn on Bluetooth in your phone settings and return to the app.

note: The app uses Bluetooth technology to communicate with the **CORE**. You must give the app permission to use Bluetooth on your device.



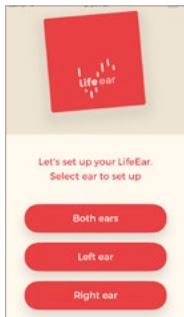
.03 Remove hearing aid from box and insert battery.



.04 Give your device permission to pair.

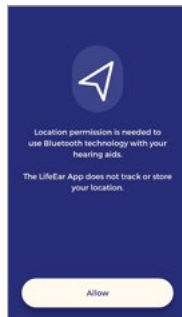
note: Wait one (1) full minute after removing tab for battery to fully activate.

connecting with Android



.01 Select which 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.



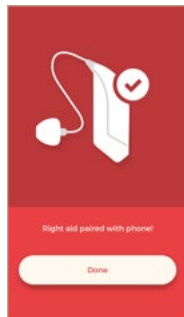
.02 Allow LifeEar[®] to access the device location and connect with your CORE.



note: The LifeEar app does not track or store your location.



.03 Remove hearing aid from box and insert battery.



.04 Once CORE has paired with your device, continue with the personalization.

note: Wait one (1) full minute after removing tab for battery to fully activate.

personalizing

Just as no two people are alike, no two ears are exactly the same. That's why LifeEar® 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 calibrate 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 or tubing (High Volume Kit):

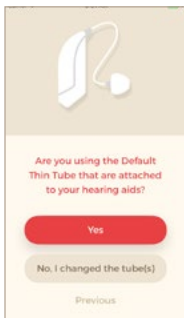
The different types of tubing and tips produce different levels of output and will affect your results.

Every six months:

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

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



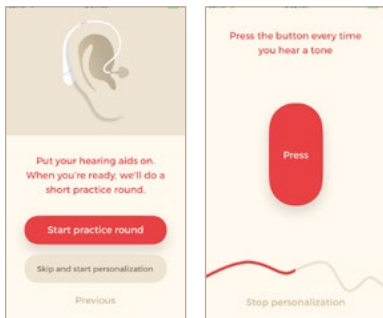
.01 To begin creating your personal profile, you will need to specify which type of tube you are using.

note: We recommend first trying the default thin tube that is attached. The app will detect if the high volume kit is needed.



.02 Allow the LifeEar® app to use your device microphone. This is only used during personalization to check that you're in a quiet place.

important! Make sure you're in a quiet place in order to get accurate results.



.03 Follow the app instructions 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.



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

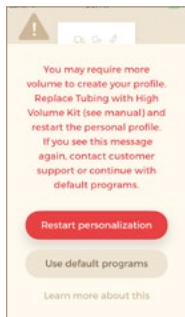
note: The more tan in the bar, the more amplification you require.



.05 To finish optimizing your hearing aids, enter your date of birth and gender.

note: Personalization differs based on age and gender.

High Volume Kit



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 Kit set of tips and tubing included in your accessories.

Detailed instructions for using this kit can be found on page 18 in your **CORE** user manual.

dashboard controls

The Dashboard allows you to change your program and volume. Tap the Programs button to access program options. Tap the Volume button to access volume control.

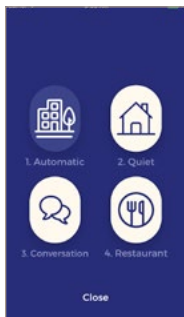
battery information

The Dashboard also allows you to view your hearing aid battery levels.

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 13 in your CORE user manual.

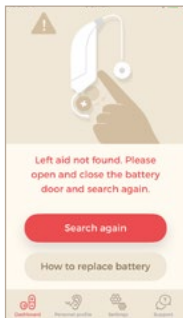
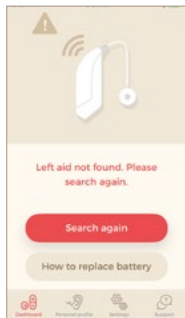


Volume: Drag the sliders up and down to control the left or right aid's volume. Tap “+/-” to raise/lower the volume of both aids.

note: When CORE is turned off and back on, it will reset to Program 1.

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 the "search again" button:

LifeEar® CORE is turned on:

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

LifeEar CORE is near the smartphone:

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

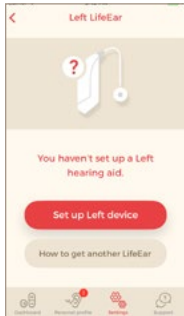
No other device is connected to the CORE:

If you use the LifeEar app on both your tablet and smartphone, 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.

If you are still having issues, contact us at support@LifeEar.com or call 312-638-1301.

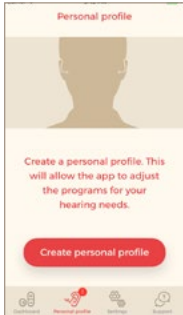
add a second LifeEar® CORE to the app



If you started using the app with only a single aid and later decided to add a second one, you will need to go the Settings menu at the bottom of the screen.

On the Settings menu, select either Left or Right LifeEar, 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 LifeEar CORE
- you change the tube in the app settings page

For more FAQs, visit www.LifeEar.com/FAQ.

Our team of knowledgeable hearing instrument specialists are also available at support@LifeEar.com or 312-638-1301.

settings



"I changed the tube" button:

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

"Forget this device" button:

Forget this device if you are switching to a new phone or tablet and want to delete **CORE** from the current device.

compatible devices

The app is available for iPads and iPhones with iOS version 9.3 and higher or for Android devices running version 4.4 or higher.

Bluetooth

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www.LifeEar.com

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