HIGH DEFINITION HEARING DEVICE

User Guide

iHear Clearly, Invisible®
Read the User Guide before using the iHEAR HD®.

Infrequent use of a hearing device does not permit a user to attain full benefit from it. Hearing device will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.

This icon means a video is available online.

IMPORTANT NOTICE

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

The following conditions contraindicate the use of a hearing device. If you know or suspect you have the following conditions, you must consult with a physician who will need to provide medical clearance before using a hearing device.

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

DISCLAIMERS

- The use of a hearing device will not restore normal hearing. All it can do is improve your existing hearing ability.
- The use of a hearing device will not cause further hearing loss, nor will it stop the progression of any further hearing loss.
- At first you may notice sounds in your environment that you have not heard in a while which may be disturbing. Soon your brain will adapt to the sounds around you.
- For some, full adaptation to amplification can take up to 3 months of consistent wear.
- Optimal listening distance, even for someone who hears normally, is about 3-10 feet. It’s especially important to remember this while adapting to amplification.

If you have any questions regarding the use of this product, please contact your hearing health professional, or iHear Medical customer support at 1-844-iHEAR-44 (1-844-443-2744).
Important Notice: **Red** marking refers to right device and right ear. **Green** marking refers to left device and left ear.

1. **iHEARHD® Device**
2. 1x Battery Pack  
   (3 Battery Modules / 1 month supply)
3. 1 Pack Cleaning Wipe (2x)
4. Comfort Tip Set 4x: S, M, L, XL
The iHEARHD Programming Kit
(Purchased Separately)

Includes the iHearTest kit and the Programming Cable to program your iHEAR HD hearing device. It also includes a carrying case and travel bag.

⚠️ IMPORTANT

The iHearUSB module and the Programming Cable are required to program your iHEAR HD device(s).

A iHearTest
B iHearUSB
C Earphone & Eartips
D Travel Case
E Programming Cable
F Carrying Case
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DEVICE SETUP
Preparing the iHEAR HD for use

Remove the iHEAR HD from the display stand

Remove & Dispose the Display Battery Cover

Repeat this step if you purchased both (Left & Right) hearing devices.
Inserting the Battery Module & Turning ON the device

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

Make sure to INSERT the Tab under the Hook

PULL tape before use to activate the battery.

ROTATE DOWN

The device is now ON.

You will hear the startup melody when the iHEARHD is turned ON and placed in your ear within a few seconds.
Inserting the iHEARHD device into the ear canal

Start with the **Medium** Comfort Tip that is already attached.

**INSERT & PUSH IN** Gently into ear canal

Correct Tip size should feel snug but comfortable in the ear and no whistling (feedback).

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

Removing the iHEARHD device

**PULL OUT**
Gently to remove
Selecting the Correct Comfort Tip(s) Size for your Ear(s)

If Medium does not fit comfortably or you hear whistling, try a different size.

Too tight? Try Small
Too loose? Try Large
Still loose? Try Extra Large

To Change the Tip
PINCH from the wider side then PULL OUT

Attaching the selected Tip to the device

You will feel a light click as the Tip locks in.
Changing the Sound Profile

Use the Remote Control Magnet to adjust volume and cycle through four (4) sound profiles for different environments.

To select a sound profile, tap the magnet over the tragus area. Each tap cycles to the next sound profile.

Beeps & Remote Control

You will hear different beeps to help you identify the changes in your sound profile.

<table>
<thead>
<tr>
<th>ACTION</th>
<th>PROFILE</th>
<th># OF BEEPS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAGNET TAP</td>
<td>#1</td>
<td>1</td>
<td>MAIN PROFILE</td>
</tr>
<tr>
<td>MAGNET TAP</td>
<td>#2</td>
<td>2</td>
<td>VOLUME DOWN</td>
</tr>
<tr>
<td>MAGNET TAP</td>
<td>#3</td>
<td>3</td>
<td>CLEAR SPEECH</td>
</tr>
<tr>
<td>MAGNET TAP</td>
<td>#4</td>
<td>4</td>
<td>VOLUME UP</td>
</tr>
</tbody>
</table>

**SOUND PROFILE BEEPS**

**OTHER BEEPS**

<table>
<thead>
<tr>
<th>ACTION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEVICE START UP</td>
<td>STARTUP MELODY WHEN YOU SNAP IN THE BATTERY</td>
</tr>
<tr>
<td>LOW BAT INDICATOR</td>
<td>4 LOW-PITCH BEEPS WHEN BATTERY IS LOW</td>
</tr>
</tbody>
</table>
Turning the device OFF when not in use is important to prolong battery life.

To Turn OFF
Hold as shown then **PUSH** the Handle to release

*The device is now OFF.*

Alternative option: Use the Tool Kit to turn OFF the device (see page 18)

**PULL OUT** the Battery Module to remove

*Use only iHear Battery Modules.* Tampering with the Battery Module will damage the device and void the warranty.
At this point you should be familiar with:

1) Inserting or removing the **Battery Module**
2) Inserting or removing the **Comfort Tips**
3) Inserting and Removing the **iHEAR HD** from your ear
4) Turning your **iHEAR HD** ON and OFF

Selecting the correct Comfort Tip size is **important**. Ensure that it fits your ear comfortably - *not too loose or too tight, and does not produce any whistling (feedback) sound*. This is important before you start programming your device. Up to this point you have just been using the device with the factory settings.

**Programming your iHEAR HD**

⚠️ **IMPORTANT**

To optimize your hearing experience you will need to customize the **iHEAR HD** device based on your preference. The next few pages will guide you through the download, installation and launch of the **iHTUNER** software application. The **iHTUNER** allows you to program your **iHEAR HD** device(s).
Create an iHear Account or Sign in

Create an account to use iHear Medical products or services. (Skip if you already have an iHear account and proceed to Sign in.)

Go to: www.ihearmedical.com

Click on My iHear Account

To create a new account Click on Create an Account
Fill in the required information then Click Sign Up.

Once you’ve created an account you will receive notification by email to activate your account.

Go to: www.ihearmedical.com/signin Sign in to your account.
Installing the iHTUNER Application

The iHTUNER application allows you to program your iHEAR HD device(s) based on your personal preference.

You may launch the iHTUNER from the iHear Dashboard. The dashboard is the launch site for all iHear software applications.

Go to iHTUNER and Click on LAUNCH APPLICATION. If iHTUNER is not yet installed on your computer, you will be prompted to download and install the application.

To Install the iHTUNER Application

Click DOWNLOAD then complete the installer setup wizard. Follow the step-by-step procedures to complete the iHTUNER installation and product activation.
Launching the iHTUNER Application

If you have just finished installing the software, The iHTUNER application should launch automatically. If you need to re-launch the application, follow these instructions:

1. Sign in to your account at www.ihearmedical.com/signin
2. Click on the LAUNCH APPLICATION button for iHTUNER

-OR-

Locate the iH TUNER application on your computer by searching for the application by name and CLICK on the iHTUNER.

Click on either the LEFT EAR ONLY, LEFT & RIGHT or RIGHT EAR ONLY

The iH TUNER Application allows you to program your iHEAR device(s) based on your personal hearing needs. Select a programming option.

Follow the iH TUNER's step-by-step instructions to complete your device programming.
The HD Tool Kit is a multi-purpose tool designed for use with your iHEAR HD device. It may be used to store your device, and aids in the insertion and removal of the device from your ear. It also holds the Remote Control to cycle through the different sound profiles.

Use the device sockets to dock and turn OFF the iHEAR HD device when not in use.
Insert the iHEAR HD into the device socket

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

You will feel a light click when you push up.

Turn the device OFF after use to prolong battery life.
Removing the iHEAR HD from the HD Tool Kit and Turning it ON

PULL OUT GENTLY AND DO NOT PUSH DOWN

SNAP IN the Battery Module to Turn ON

💡 You should feel a light click as the battery module securely locks to the device.
Using the Removal Tool to Remove the iHEARHD From the Ear (optional)

PULL OUT

The removal loop should be curved up.

Insertion & Removal Tools are no longer being offered.
Removing the device from the ear with the Removal Tool (optional)

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

**PUSH IN** the Removal Tool to store in Tool Kit

Insertion & Removal Tools are no longer being offered.
Using the Insertion Tool to Insert the iHEAR HD in the Ear (optional)

**PULL OUT** the Removal Tool

**ATTACH** the Insertion tool to the iHEAR HD

- Line Up Dot Colors
- Dot Colors Do Not Match

Dot Colors Should Match

Insertion & Removal Tools are no longer being offered.
INSERT the iHEAR HD device into your ear with the RED (for right ear), or GREEN (for left ear) marker dot facing up.

⚠ Do not squeeze the tool during insertion.

💡 Wiggling the iHEAR HD device up and down may ease insertion into your ear canal. Squeeze the tool to release the device after it is properly positioned in the ear.

Insertion & Removal Tools are no longer being offered.
CARE AND MAINTENANCE

Clean the iHEAR HD daily using a Cleaning Wipe.

⚠️ IMPORTANT

*DO NOT USE* isopropyl alcohol or alcohol-based products to clean the iHEAR HD. This may damage the device and void the warranty.

- Hold the device body as shown and wipe down the entire surface of the device. *DO NOT* remove the Comfort Tip from the device while cleaning.
- Replace Tips once a month for optimum performance and best hygiene practice.
- The iHear Cleaning Wipes are available in a pack of 20 pairs (40 wipes total)
- Cleaning Wipes and Comfort Tip replacements are available through our on-line store at www.ihearmedical.com or through our customer support at 1 (844) IHEAR44 (1-844-443-2744).
- Visually check your Comfort Tips daily to ensure they are not soiled or damaged. If damaged, replace immediately.
- Earwax build up on the device may obstruct sound delivery in your ear and reduce the volume, or degrade the sound quality. Clean the device daily, and replace the battery module and Comfort Tip periodically to avoid earwax contamination of the device.
The iHEAR HD is designed to withstand limited water exposure. Exposure to chlorinated water or high-pressure water may damage the hearing device or the battery module. Should this happen, replace the battery module.

**NO USER SERVICEABLE OR REPAIRABLE PARTS INSIDE.**

![Do not wash](image)

*DO NOT* wash the iHEAR HD with soap and water.

**Carrying Case**

Use the Carrying Case to store your iHEAR HD device and supplies.

Place the iHEAR HD device into the Tool Kit to store. The Tool Kit has been designed to turn off and hold your device to prolong battery life.
RECOMMENDED HEARING ABILITY RANGE

- ✔ Mild Loss
- ✔ Moderate Loss
- ✔ Moderately Severe Loss

The iHEAR HD is not suitable for severe or profound hearing loss.

<table>
<thead>
<tr>
<th>Battery Type</th>
<th>Zinc Air</th>
<th>1.35 V, 90 mAh</th>
</tr>
</thead>
<tbody>
<tr>
<td>Battery Life</td>
<td>125 Hours (9 days of typical 14 hrs/day use)</td>
<td></td>
</tr>
<tr>
<td>Comfort Tip Life</td>
<td>30 days (typical use)</td>
<td></td>
</tr>
<tr>
<td>Operating Temperature</td>
<td>41°F - 104°F (5°C - 40°C)</td>
<td></td>
</tr>
<tr>
<td>Storage Temperature</td>
<td>60°F - 85°F (16°C - 29°C)</td>
<td></td>
</tr>
<tr>
<td>Shipping Temperature</td>
<td>41°F - 122°F (5°C - 50°C)</td>
<td></td>
</tr>
<tr>
<td>Altitude</td>
<td>&lt;3000 m</td>
<td></td>
</tr>
<tr>
<td>Humidity</td>
<td>30% to 90% RH</td>
<td></td>
</tr>
</tbody>
</table>

💡 Storing or shipping the device outside of the specified temperature range may cause the device to fail.
**MAXIMUM OUTPUT (OSPL 90)**

**FREQUENCY RESPONSE & MAXIMUM GAIN***
**AT 60 dBSPL INPUT**

*Nominal compression ratio settings of 1.4*
**ANSI S3.22 - 2003**

<table>
<thead>
<tr>
<th>Output</th>
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</thead>
<tbody>
<tr>
<td>Maximum Output</td>
<td>109 dB</td>
</tr>
<tr>
<td>HF Average OSPL90</td>
<td>103 dB</td>
</tr>
</tbody>
</table>

**Amplification**

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<tr>
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</thead>
<tbody>
<tr>
<td>Max. Peak Gain</td>
<td>32 dB</td>
</tr>
<tr>
<td>HF Average RTG</td>
<td>25 dB</td>
</tr>
<tr>
<td>Minimum Frequency Range</td>
<td>200 Hz - 7 kHz</td>
</tr>
</tbody>
</table>

**Harmonic Distortion**

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Harmonic Distortion</th>
</tr>
</thead>
<tbody>
<tr>
<td>500 Hz</td>
<td>1.0%</td>
</tr>
<tr>
<td>800 Hz</td>
<td>1.0%</td>
</tr>
<tr>
<td>1600 Hz</td>
<td>1.0%</td>
</tr>
</tbody>
</table>

**Equivalent Input Noise**

| Equivalent Input Noise | 15 dBSPL |

**Adaptive Attack Time**

| Adaptive Attack Time | 50 ms |

**Adaptive Release Time**

| Adaptive Release Time | 950 ms |

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**Computer and Software Requirements**

- Personal computer with USB 2.0+ port
- iHear Software (Available for download online)
- Operating System: Windows 7 or higher
  - Mac OS 10.10 or higher
- Internet connection 512 Kbps or higher
- Use with IEC 60601 compliant computer

*Visit [www.ihearmedical.com/faq](http://www.ihearmedical.com/faq) for the most up-to-date compatibility information.

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**Class I, Type B Medical Device**

This device 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.
WARRANTY & RETURNS

iHear Medical, Inc.
Limited One Year Warranty

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

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

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

Returns

Contact Customer Support to obtain a RMA (Return Material Authorization) number through any of the following:

Toll Free: 1-844-IHEAR44 (1-844-443-2744)
Email: support@ihearmedical.com

iHear will only accept authorized returns with a RMA number labeled on the package.
This symbol indicates that the products described in this user instruction are generally non-conductive, can be immediately removed from the user and adheres to the requirements of EN 60601-1 Type B applied part.

This symbol indicates that it is important for the user to read and take into account the relevant information in these user guides.

Important information for handling and product safety.

This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.

Batteries and hearing devices may not be thrown away as normal household waste. Please dispose of batteries and old or unused hearing devices based on local regulations and at your local waste disposal sites intended for electronic waste. Proper disposal protects the environment and health.

Complies with PB lead-free restrictions.

Complies with restriction of the use of certain hazardous substances in electrical and electronic equipment.

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

Right iHEAR **HD** Serial Number

Left iHEAR **HD** Serial Number

Right Comfort Tip Size

Left Comfort Tip Size

S  M  L  XL

NOTES

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

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

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

Made by iHear Medical in California, USA.

U.S. and international patents issued and pending.

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support@ihearmedical.com
www.ihearmedical.com

MODEL: IHEAR HD
01-00025-001-J