Read the User Guide before using the iHEARMAX™.

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 iHEARMAX is a behind the ear hearing aid intended for adults with mild to 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 aid. 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 aid 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 aid. The physician may refer you to an audiologist or a hearing aid dispenser, for a hearing aid 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 aid. Federal law restricts the sale of hearing aids 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
- Individuals with poor dexterity, poor vision or significant dementia
- 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 ear device. **Blue** marking refers to left ear device.

1. iHEAR MAX Device
2. 1x iHEAR MAX Battery Pack (6 Batteries / 2 months supply)
3. 1Pack Cleaning Wipe (2x)
4. MAX Tip Set

<table>
<thead>
<tr>
<th>STANDARD TIP SET (9mm Tip attached to device)</th>
</tr>
</thead>
<tbody>
<tr>
<td>8Vmm</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PETITE TIP SET (8mm Tip attached to device)</th>
</tr>
</thead>
<tbody>
<tr>
<td>4mm</td>
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</tbody>
</table>
The iHEARMAX Programming Kit
(Purchased Separately)

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

⚠️ IMPORTANT

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

A) iHearTest
   B) iHearUSB
   C) Earphone & Eartips
D) Travel Case
E) Programming Cable
F) Carrying Case
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<td>Information &amp; Explanation of Symbols</td>
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</tbody>
</table>
The iHEAR MAX Device

1. RED DOT for Right device and BLUE DOT for Left Device
2. The Programming Slit is the input connection for the Programming Cable
Preparing your iHEAR MAX for Use

Inserting the Battery

1) Remove the tab from the battery.

2) Open the battery door by gently swinging it into the open position.

3) Insert the new battery with the positive (+) side up.

4) Close the battery door.

You will hear the startup melody when the iHEAR MAX is turned ON and placed in your ear within a few seconds.
Tip Sizing & Selection

Selecting the correct MAX Tip size for your ear(s)

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

- Start with the Tip that’s already attached to the device.
- Too tight? Go down a size. Too loose? Go up a size.
- Your left and right ears may require different Tip sizes.

Tip should be securely attached to the speaker.

Inserting the Tip into your ear(s)

1) Gently INSERT the Tip (attached to the speaker) into your ear.
2) TUCK the device behind your ear.
3) PUSH the Tip gently into your ear to ensure snug and comfortable fit.
Removing the iHEAR MAX from yourt ear

1) GRAB the Clear Wire
2) PULL AWAY from your ear

⚠️ Make sure that the Tip comes out with the device.

Removing the Tip from the Speaker

Speaker

PINCH the Tip and PULL

Connecting the Tip to the Speaker

You will feel a light click as the Tip locks in.
### iHEARMAX Tip Selection Guide

#### STANDARD TIPS

| 7mm | 8mm | 9mm | 10mm | 11mm |

**Best for Moderate or Severe Hearing Losses** *(up to 70dB, iHearTest Scores of 2 and 3).*

- With Standard Tips, you may feel a little plugged up but should feel comfortable.

#### VENTED TIPS

| 4mm | 8Vmm | 10Vmm |

**For Mild to Moderate Hearing Losses** *(up to 50dB, iHear Test Score 4). Eliminates feeling plugged up (occlusion effect) by open style venting*

- With Vented Tips, it should feel secure and comfortable.
- Dampening the outside of the Tips with water may facilitate insertion into the ear.
- Your Left and right ear may require different Tip sizes.
- Feeling too plugged up? Try a vented Tip for mild to moderate loss.*

---

*Determine your size first using Standard Tips before switching to a Vented Tip.

⚠️ Replace Tips once a month for optimum performance and hygiene.
iHEAR MAX Clear Wire

Verify the correct length of the Clear Wire by checking your ear. First insert the Tip in your ear, then tuck the device behind your ear.

**TOO SHORT**  Clear Wire feels tight and the device is pulled up and visible over the ear.

**TOO LONG**  Clear Wire feels loose and the device dangles behind the ear.

**CORRECT**  Clear Wire is flush to the side of the ear and the device is securely hidden behind the ear.

If the Clear Wire is too long or too short, please contact iHear Customer Support with a photo of the device in your ear for evaluation by our Professional Support. If the size is incorrect for your ear, Customer Support will arrange to exchange for the correct size.
Replacing the Clear Wire

**Removing the Clear Wire**

**HOLD** the Clear Wire and **PULL** away from the device.

**Attaching the Clear Wire**

1. **PUSH** the Clear Wire connector firmly into the device socket.
2. Make sure the Speaker color matches the Dot color on the device. Attach the Right/Left connectors to the corresponding Right/Left sockets.

Clear Wire should curve down as shown.

- NO GAP
- Logo Up
- Tip Facing Down
- GAP
Changing the Sound Profile

Use the button on the back of the device to adjust volume and cycle through four (4) sound profiles for different environments.

Each push cycles to the next sound profile.

### Beeps & Push Button Control

You will hear different beeps to help you identify the changes in our settings

<table>
<thead>
<tr>
<th>ACTION</th>
<th>PROFILES</th>
<th># OF BEEPS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>PUSH BUTTON</td>
<td>#1</td>
<td>1</td>
<td>MAIN PROFILE</td>
</tr>
<tr>
<td>PUSH BUTTON</td>
<td>#2</td>
<td>2</td>
<td>VOLUME DOWN / TELEPHONE USE</td>
</tr>
<tr>
<td>PUSH BUTTON</td>
<td>#3</td>
<td>3</td>
<td>CLEAR SPEECH</td>
</tr>
<tr>
<td>PUSH BUTTON</td>
<td>#4</td>
<td>4</td>
<td>VOLUME UP</td>
</tr>
</tbody>
</table>

### 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 INSERT 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.

When the battery door is open, the device is **OFF**.

![Diagram](image)

**iHEAR MAX** is **OFF**

When the battery door is closed the device is **ON**.

![Diagram](image)

**iHEAR MAX** is **ON**
Customizing Your iHEAR MAX

At this point you should be familiar with:

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

So far you have just been using the device with the factory settings. **Selecting the correct Tip size is important.** Before you start programming your device ensure that it fits in your ear comfortably - *not too loose or too tight, and does not produce whistling (feedback) sound.*

**Programming your iHEAR MAX for best results**

To optimize your hearing experience you will need to customize the iHEAR MAX 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 MAX device(s).
Create an iHear Account or Sign in

In order to use iHear Medical products or services, please create an account. (Skip if you already have an iHear account and proceed to Sign in.)

Go to: www.ihearmedical.com

Click on My iHear Account

To set up 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.
To Install the \textit{iHTUNER} Application

The \textit{iHTUNER} application allows you to program your \textit{iHEAR MAX} device(s) based on your personal preference.

You may launch the \textit{iHTUNER} from the \textit{iHear Dashboard}. The dashboard is the launch site for all iHear software application.

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

To Install the \textit{iHTUNER} Application

Click \textit{DOWNLOAD} then complete the installer setup wizard. Follow the step-by-step procedures to complete the \textit{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.

- LEFT EAR ONLY
- LEFT & RIGHT
- RIGHT EAR ONLY

Follow the iH TUNER's step-by-step instructions to complete your device programming.
Care and Maintenance

Use the Carrying Case to store your device and supplies.

![Carrying Case]

Clean the iHEAR MAX daily using the Cleaning Wipe.

**IMPORTANT**

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

Replace Tips once a month for optimum performance and hygiene.
The iHear Cleaning Wipes are available in a pack of 20 pairs (40 wipes total)

Tips need to be replaced once a month for optimum performance and best hygiene practices.

Cleaning Wipes and 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 Tips to ensure they are not soiled or damaged. If damaged, replace immediately.

Earwax build up on the Tip may obstruct sound delivery and reduce the volume, or degrade the sound quality. Clean the device daily, and replace the Tip periodically to avoid earwax contamination.

The iHEAR MAX is designed to withstand limited water exposure such as surface swimming and showering.

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

*DO NOT* wash the iHEAR MAX with soap and water.
Troubleshooting Guide

Feedback Control

- Always start by checking the physical fit of the Tip
- Often the easiest way to stop feedback is to increase the size of the Tip or switch from vented to standard Tip

<table>
<thead>
<tr>
<th>IF USING STANDARD TIP</th>
<th>IF USING VENTED TIP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase size of the <strong>MAX TIP</strong></td>
<td>Try Standard <strong>MAX TIP</strong></td>
</tr>
</tbody>
</table>

Soreness in the ear

- Decrease the size of the Tip. If it still persists, check the size of the Clear Wire. It may be too long, or too short.
- You may dampen the outside rim of the Tips with a small amount of water for easier insertion.

<table>
<thead>
<tr>
<th>STANDARD TIP</th>
<th>VENTED TIP</th>
</tr>
</thead>
<tbody>
<tr>
<td>7mm 8mm 9mm 10mm 11mm</td>
<td>4mm 8Vmm 10Vmm</td>
</tr>
</tbody>
</table>

💡 Feeling too plugged up? Try a Vented Tip.
The **iHEAR MAX** is not suitable for profound hearing loss.

<table>
<thead>
<tr>
<th><strong>Battery Type</strong></th>
<th>312 Zinc Air</th>
<th>1.35 V, 180 mAh</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Battery Life</strong></td>
<td>170 Hours (12 days of typical 14 hrs/day use)</td>
<td></td>
</tr>
<tr>
<td><strong>MAX Tip Life</strong></td>
<td>30 days (typical use)</td>
<td></td>
</tr>
<tr>
<td><strong>Storage Temperature</strong></td>
<td>60°F - 85°F (16°C - 29°C)</td>
<td></td>
</tr>
<tr>
<td><strong>Shipping Temperature</strong></td>
<td>32°F - 122°F (0°C - 50°C)</td>
<td></td>
</tr>
</tbody>
</table>

💡 Storing or shipping the device outside of the specified temperature range may cause the device to fail.
Telecoil mode for telephone and audio loop systems. Available in Sound Profile #2.

**MAXIMUM OUTPUT (OSPL 90)**

**Model:** iHEAR MAX

**Ear:** 2cc Coupler

---

**RTG GAIN**

**Model:** iHEAR MAX

**Ear:** 2cc Coupler
## ANSI S3.22 - 2003

<table>
<thead>
<tr>
<th>Output</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum Output</td>
<td>116 dB</td>
</tr>
<tr>
<td>HF Average OSPL90</td>
<td>110 dB</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Amplification</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Max. Peak Gain</td>
<td>46 dB</td>
</tr>
<tr>
<td>HF Average FOG</td>
<td>40 dB</td>
</tr>
<tr>
<td>Minimum Frequency Range</td>
<td>200 Hz - 5 kHz</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Harmonic Distortion</th>
<th></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     | 13 dBSPL       |
| Adapative Attack Time      | 50 ms          |
| Adapative Release Time     | 950 ms         |

### 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

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

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

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.

Information & Explanation of Symbols

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 aids may not be thrown away as normal household waste. Please dispose of batteries and old or unused hearing aids 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.
DEVICE & SIZING INFORMATION

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

Right iHEAR MAX Serial Number

Left iHEAR MAX Serial Number

Right MAX Tip Size  
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Left MAX Tip Size  
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

4 7 8 9 10 11 8V 10V

NOTES

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

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

Keep the iHEARMAX device and parts out of reach of pets and children. Pets have been known to chew on them. Hearing aids and parts can be dangerous if they are swallowed by children or pets. Contact your doctor or veterinarian if the iHEARMAX, 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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