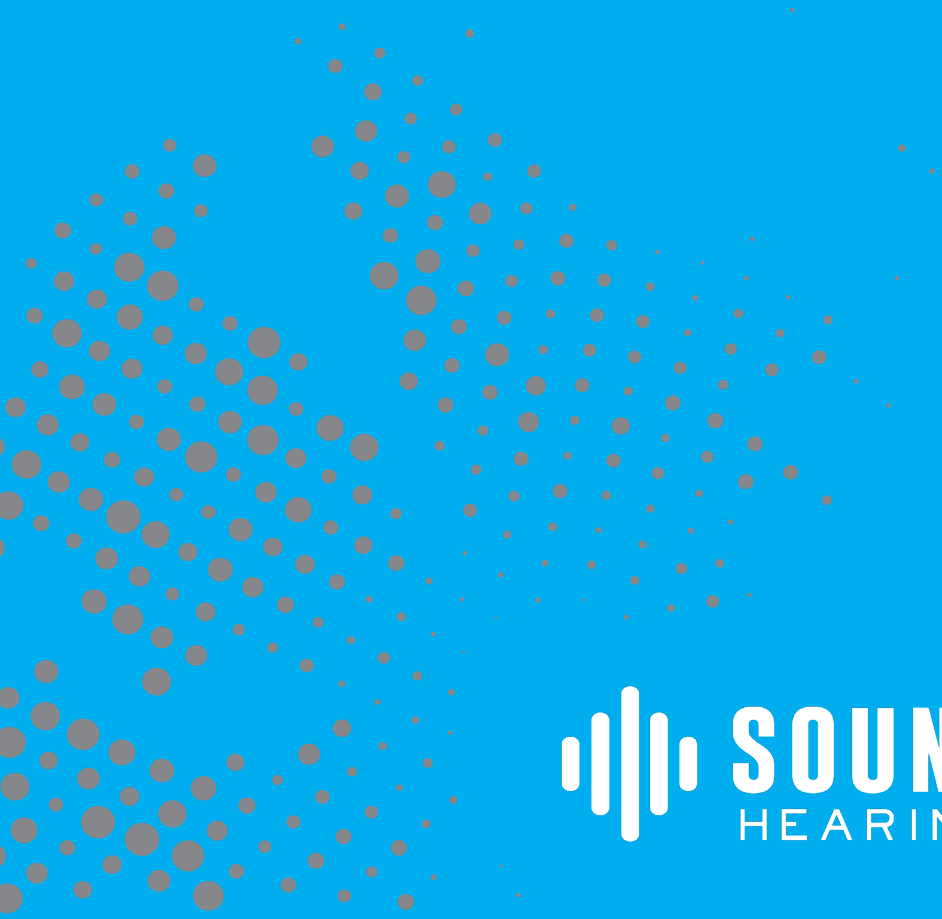
otoTune® MANUAL



SOUNDWAVE
HEARING

CONTENTS

01 CREATING AN ACCOUNT
07 3-MINUTE HEARING TEST
13 CONNECTING AND DISCONNECTING
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SONTRO®

Self-Fitting OTC Hearing Aids

Creating an Account

You will need to download the otoTune® app to fit, operate your hearing aids and take the 3-minute hearing test. The following type of mobile phone device is required to download the otoTune app: iOS11.0 or + for iPhone
OS 6.0 or + for Android Phone

Step 1

Search for otoTune in the Google Play Store if you have an Android Phone or the App Store if you have an iPhone. Download the app.

Download on the App Store

GET IT ON Google Play

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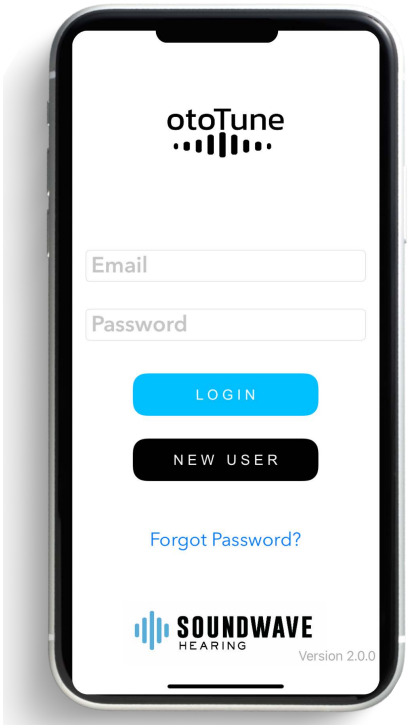
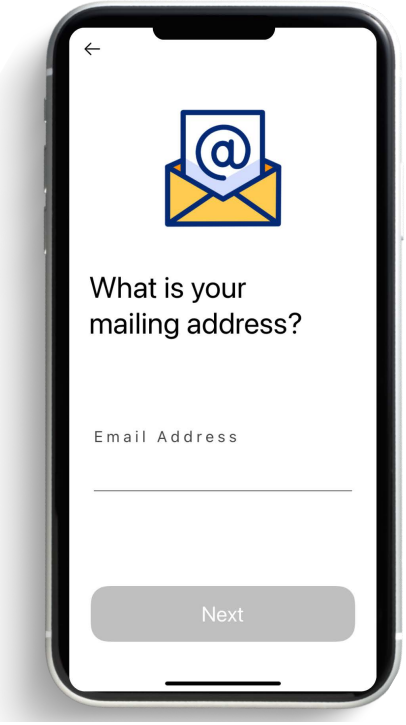


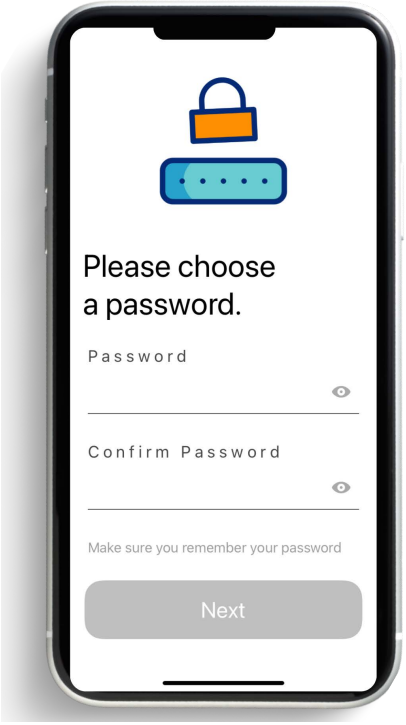
Step 2

Open the app and follow the directions to create an account or log in to the otoTune® app.

If you already have an account click the Login button. The app will then take you to the Device page to connect your hearing aids.

If you are new to the otoTune app, click the New User button, create your account by following the screens and prompts.





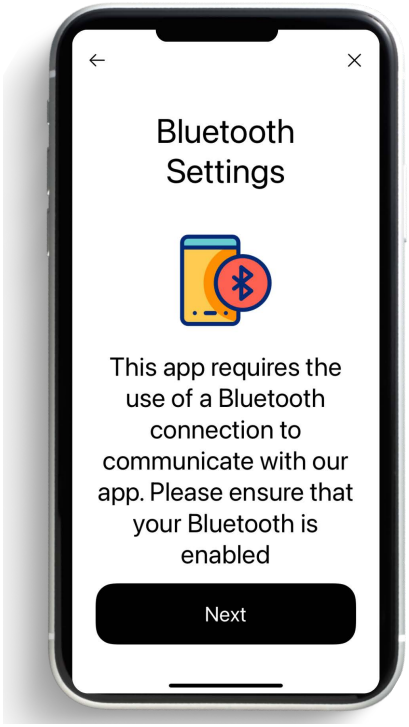
Step 3

Add your email and create a password.

Scroll through the remaining screens adding your personal information, including first name, last name, mailing address, gender and date of birth.

Please note: This is an FDA requirement that we associate User information with the Sontro® Self-Fitting OTC Hearing Aid serial numbers.

Connecting your phone to the otoTune® app



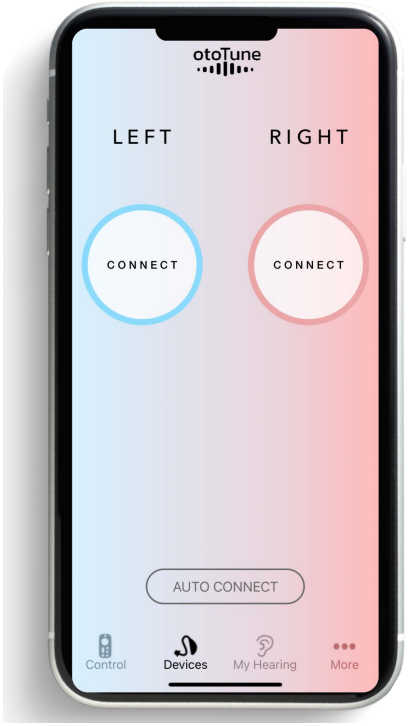
Insert batteries into the Sontro® Self-Fitting OTC Hearing Aids and close battery doors to power on your hearing aids.(See battery section in the Sontro Self-Fitting OTC Hearing Aid User Manual)

To use and customize the Sontro Self-Fitting OTC Hearing Aids, you must connect your hearing aids to the phone via Bluetooth and download the otoTune® app.

ANDROID, Model AI and AIS For Android By first going to: Settings> Bluetooth > Tapping on the deviceimage.

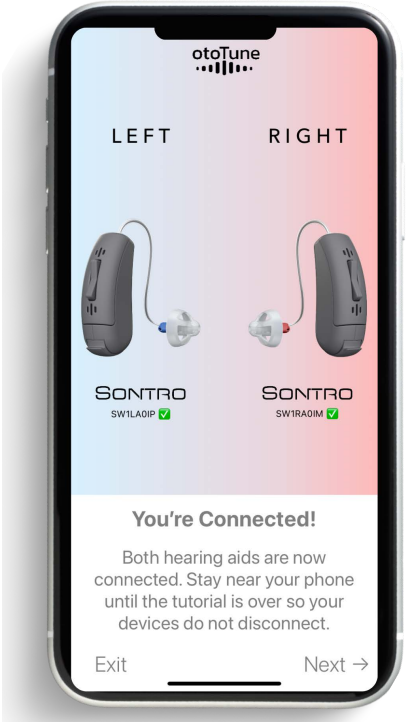
iOS, Model AI Download the app > Insert the batteries and close the battery doors topower on the Hearing Aids > Follow the app instructions

iOS, Model AIS The model AIS is a MFI Product For the best experience, connect the hearing aids to your phone first: Settings>Accessibility>Hearing Devices>My Hearing Devices



Once your phone is connected to Bluetooth and accessibility (for iOS) Tap the connect button next to one of your hearing aids, on the otoTune app's device page to connect it.

NOTE: If someone else in your home wears SontroSelf-Fitting Hearing Aids it's easier to connect your Hearing Aids in a different room, as the otoTune® app will locate all available Sontro Self Fitting Hearing Aids on the connection screen.



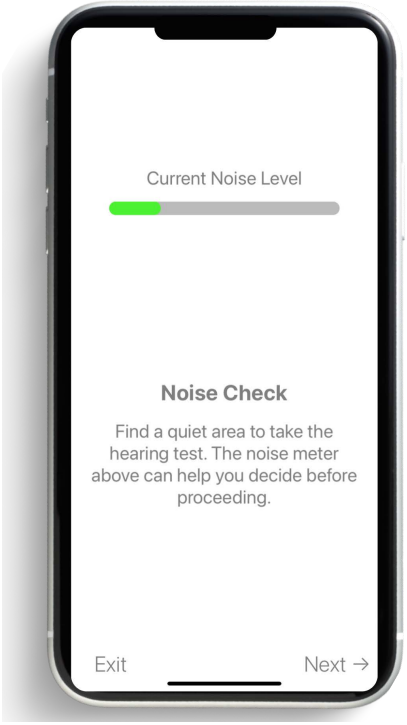
Step 4

After the hearing aids are connected you will see a hearing aid graphic, along with a battery level indicator. Repeat steps 2 and 3 to connect the second device.

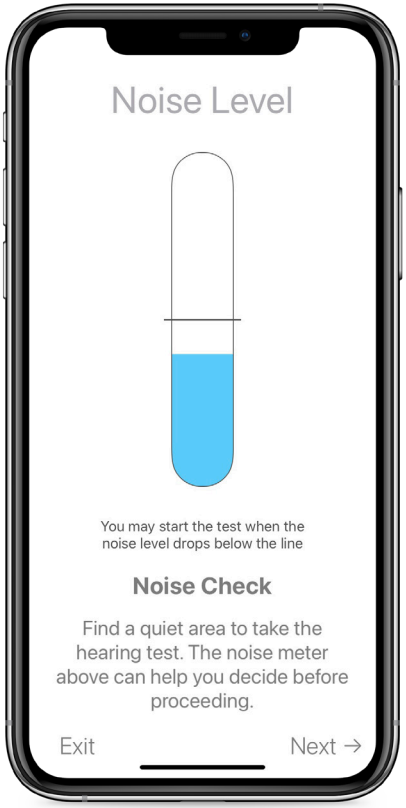
Allow 30 seconds for the Battery Indicator to display the most accurate battery level percentage

3-MINUTE HEARING TEST

How to take the 3-minute Hearing Test

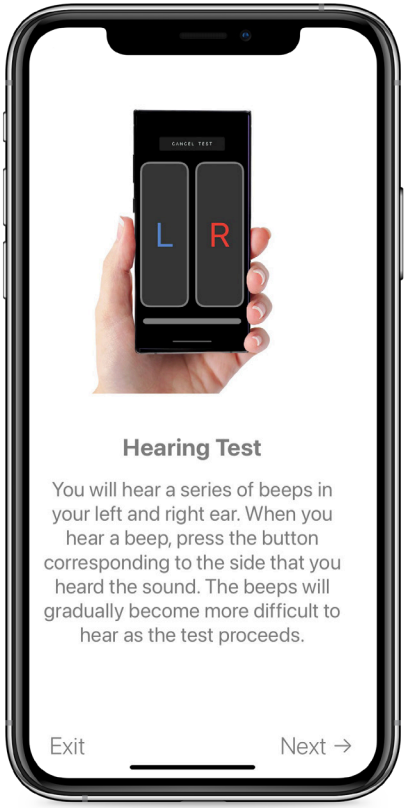


After the hearing aids have been connected to the otoTune® app, A Noise Check Page will appear. This page allows you to initiate a hearing test, by pressing NEXT. A Hearing Test will begin on following page.



Step 2

After you press NEW TEST a noise level meter is displayed. The noise level meter estimates the noise level in the room you are taking your hearing test. If it is too noisy, please change to a quieter location or the most quiet location possible.



You will hear a series of tones in your left and right ear. When you hear a tone press the button corresponding to the side that you heard the tone. The tones will gradually become more difficult to hear as the test proceeds.

Please note: Depending on your hearing loss some tones may be inaudible during the hearing test.

Step 4

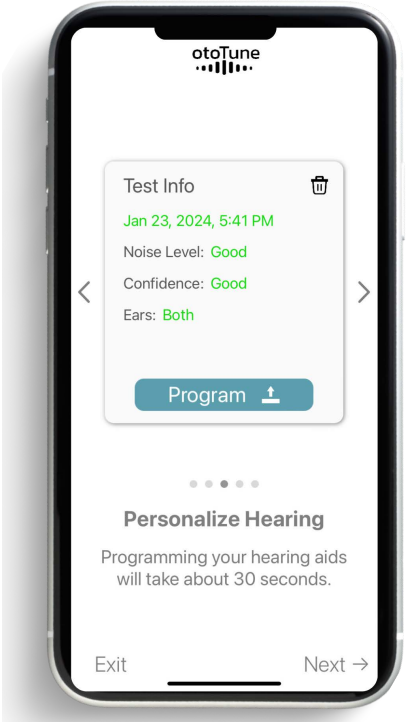
You will now hear a series of tones played through your devices.

Press the “L” and “R” buttons corresponding to the side you heard the tone.

After the test is complete your results will be used to optimize your Sontro Hearing Aids.

Please note: Your results do not constitute a medical diagnosis, you should consult a hearing health care professional for an assessment of your hearing loss.

Understanding your hearing test.

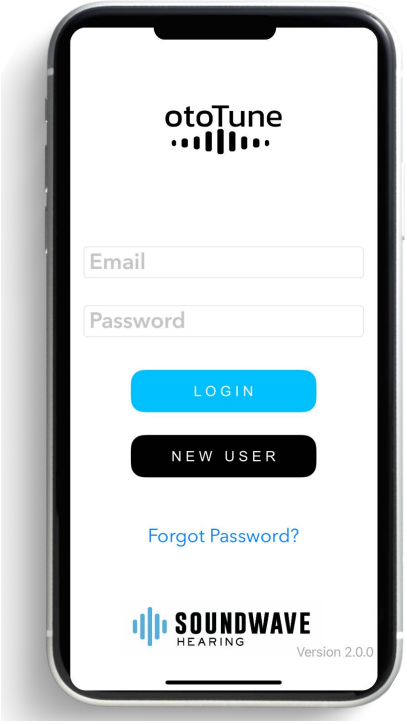


After a 3-minute hearing test is completed, a Test Info will display your Personal hearing test results for the left and right ears. The Program button calibrates your hearing aids to match the amplification settings from your hearing test.

NOTE: You may choose to program your Sontro® Hearing Aids with a previous test or take a new test at any time. Depending on your phone's storage capacity you may store many previous hearing tests.

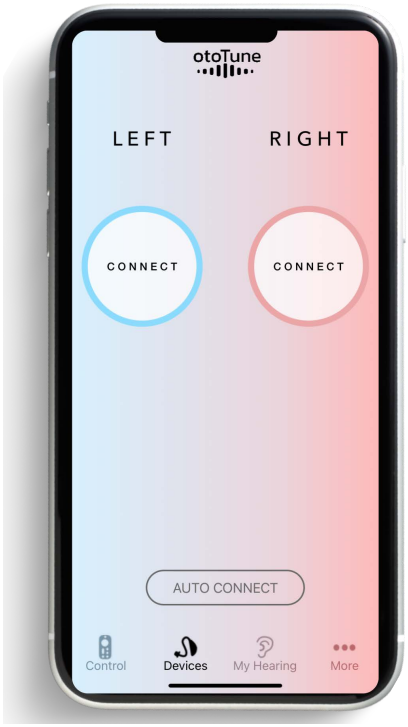
CONNECTING AND DISCONNECTING

How do I connect my hearing aids?



Step 1

Log into your otoTune® app

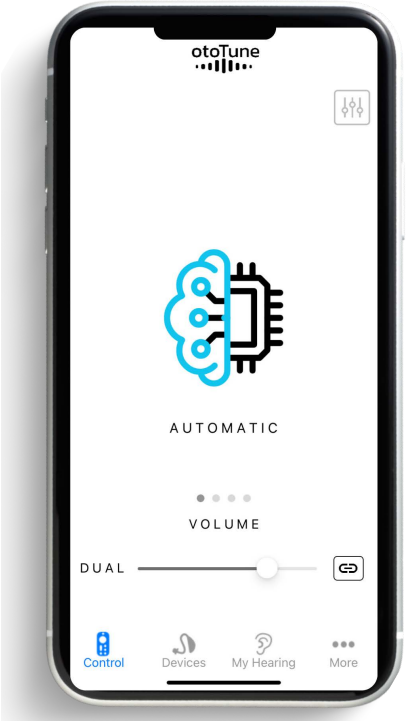


Step 2

After signing in, you can connect the Sontro® Self-Fitting Hearing Aids by pressing the connect buttons on the device screen.

PERSONALIZING

How do I personalize my hearing aids?



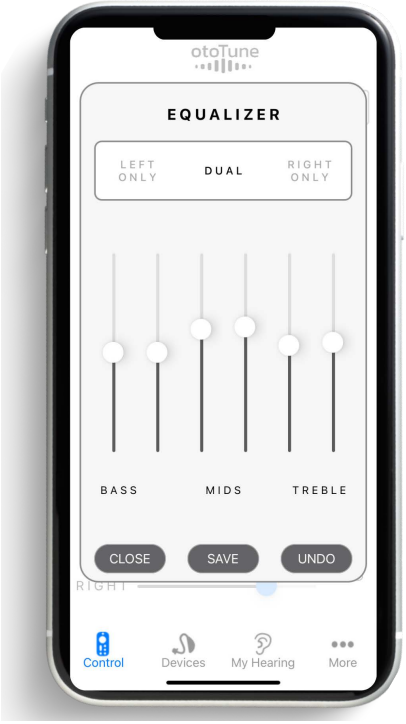
Step 1

After at the Sontro Self-Ftting Hearing Aids are connected to the otoTune® app the Control Screen will be accessible. Locate the Control Screen icon on the bottom of the otoTune app.

Step 2

On the Control Screen, the volume or mode may be changed, and the equalizer and noise reduction settings modified for either the left or right or both devices.

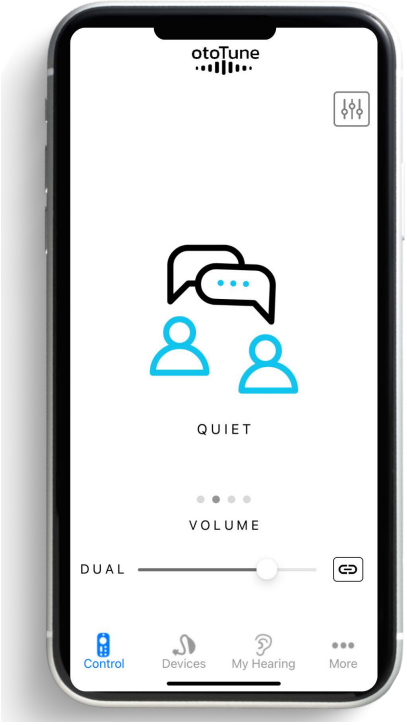
The Control Screen, helps you customize the sound of your Sontro® Self-Fitting Hearing Aids to your personal preference. You may save these settings by pressing save.



Step 3

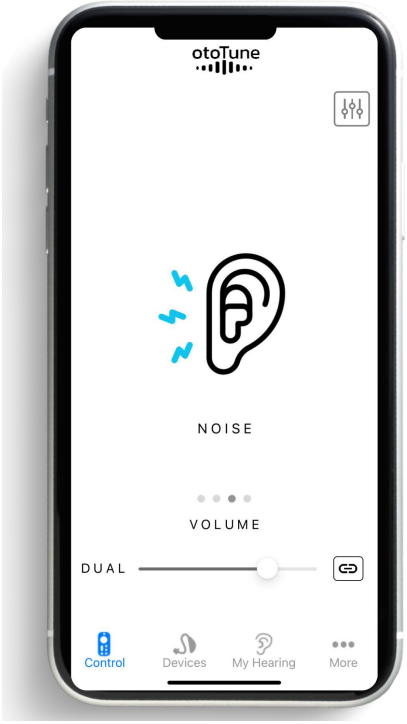
The Equalizer settings (bass, mid, treble) may be modified for the left and right hearing aids or both devices. The Equalizer settings are not available when in Automatic Mode.

There are three Equalizer Settings
Bass, Mid and Treble that can be changed to personalize your listening preference.



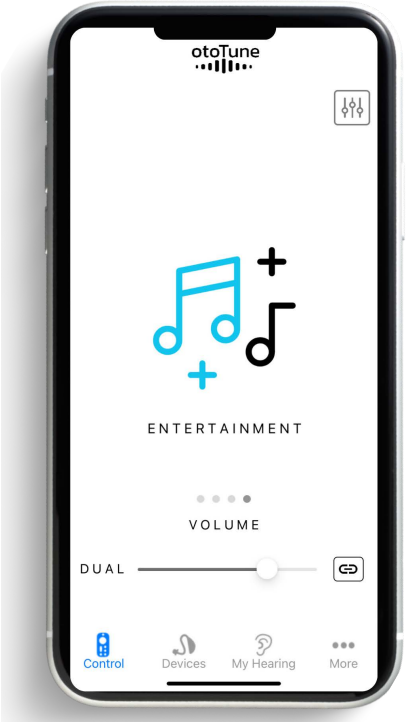
Quiet Mode

Picks up sounds from all sides and directions including sounds coming from the front, back or side of the wearer. Quiet Mode can be used when a wearer is in a quiet environment such as home with a loved one or while outside walking in the woods.



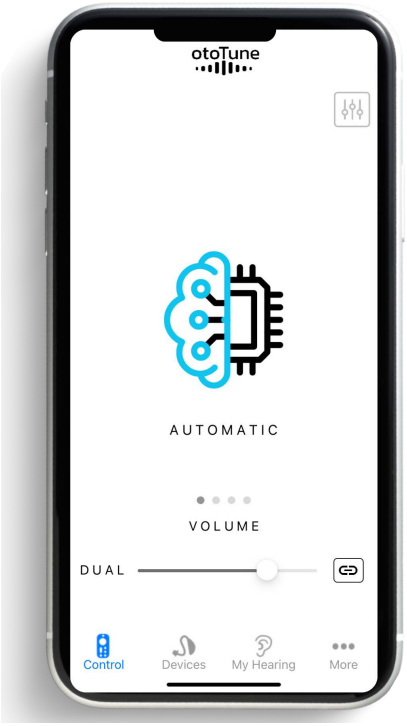
Noise Mode

When wearers have trouble hearing sounds when there is background noise or hearing speech when with a large group of people like a restaurant. Noise Mode uses adaptive directionality for noise reduction to provide more amplification to speech and less amplification to noise to improve overall understanding.



Entertainment Mode

Allows wearers to optimize watching TV using a volume level suited for all viewers. Entertainment Mode directs the microphones to a fixed 45 degree angle in front of where the person is sitting and incorporates noise reduction to reduce unwanted background noise for better sound clarity.



Automatic Mode

Automatic mode switches between Modes depending on the user's listening environment.

UPDATING AND TROUBLESHOOTING

Updating

Your Sontro® Hearing Aids will automatically update when they connect to the otoTune app. Please follow the app instructions.

Troubleshooting the otoTune® app with your Sontro Hearing Aids

Run available updates on your otoTune app

Phone operating system requirements

The otoTune app requires the following operating systems on your mobile phone iOS 11+ and AndroidTM 6.0+

Bluetooth

Bluetooth Low Energy/ Bluetooth Smart are required. If your Sontro Hearing Aids lose connection it might be possible that the app is picking up another Bluetooth connection. Turn the Bluetooth pairing mode off on the setting of your phone and then back on. Move away from the source and go to the Connect Screen and reconnect your Sontro Hearing Aids.

If someone else in your home wears Sontro Hearing Aids you will have to connect yours in a different room, as the otoTune app will locate all available Sontro Hearing Aids on the connection screen. Please go to a different location to connect only your Sontro Hearing Aids.

Sontro® Hearing aid won't connect to my phone

The Sontro Hearing Aids won't connect to your mobile phone unless the otoTune® app is downloaded from the App Store or Google Play Store. Once the otoTune app is downloaded, follow the instructions to connect your Sontro Hearing Aids, take the hearing test and personalize your settings.

Check your batteries

Your Sontro Hearing Aids won't connect to your mobile phone through the otoTune app unless 312 batteries are inserted in both battery doors, and the battery doors are properly closed. For best possible results use new 312 batteries. Please reference placing 312 batteries in your Sontro Hearing Aids above.

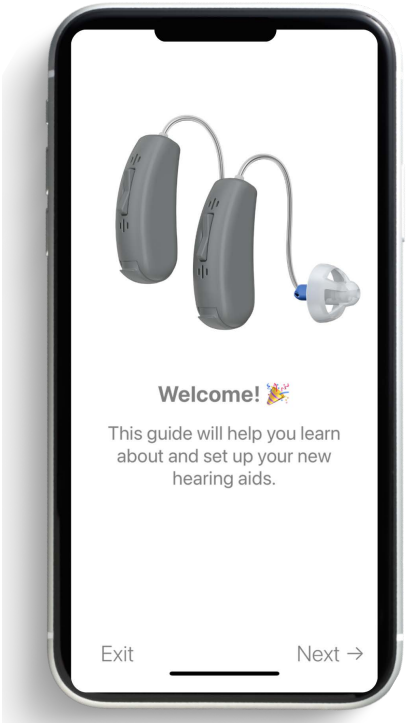
The otoTune app won't allow me to switch to the Control Screen

If your Sontro Hearing Aids are not paired to your mobile phone, go to the Devices Screen and make sure they are connected. If they have disconnected, follow the steps above to connect your Sontro Hearing Aids to your mobile phone.

Connecting to a new phone

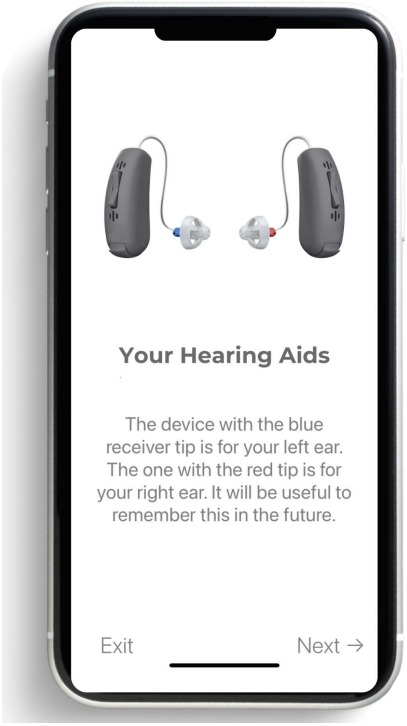
If your Sontro Hearing Aids have been connected to one mobile phone, then they will need to be "unpaired" to connect to another mobile phone. A very long press (10 seconds) of the top button will put the Sontro Hearing Aid in wireless pairing mode and allow you to connect to another mobile phone.

SETUP TUTORIAL



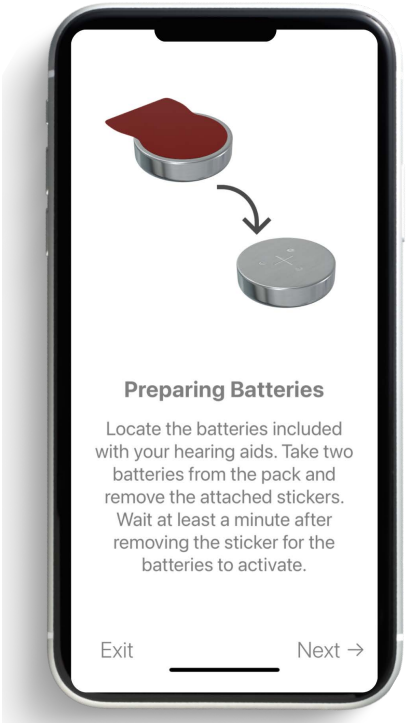
Welcome!

This guide will help you learn about and set up your new Sontro® Self-Fitting Hearing Aids.



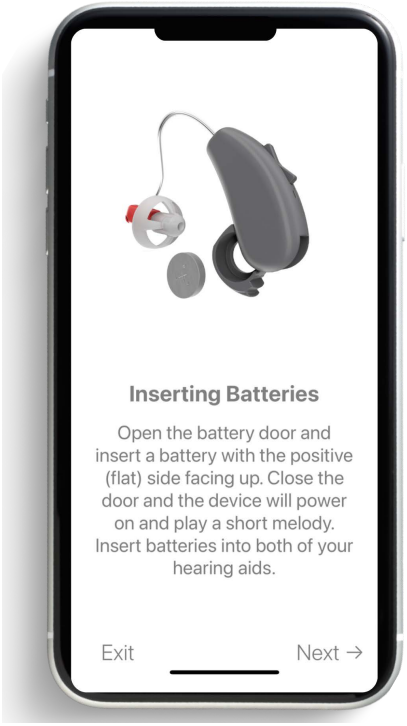
Your Hearing Aids

The Hearing Aid with the blue receiver tip is for your left ear. The one with the red tip is for your right ear. It will be useful to remember this in the future.



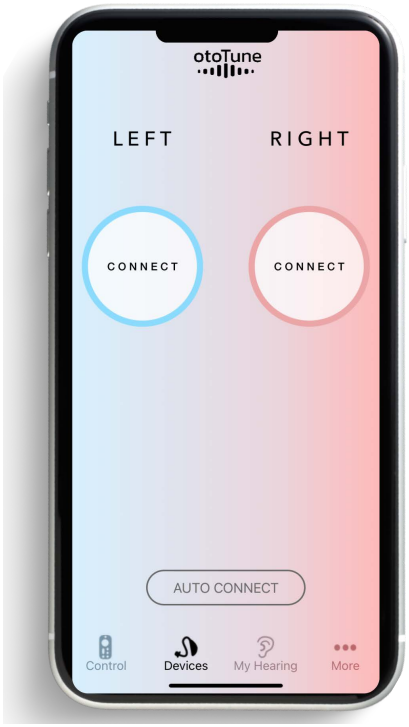
Preparing Batteries

Locate the batteries included with your hearing aids. Take two batteries from the pack and remove the attached stickers. Wait at least a minute after removing the batteries to activate.



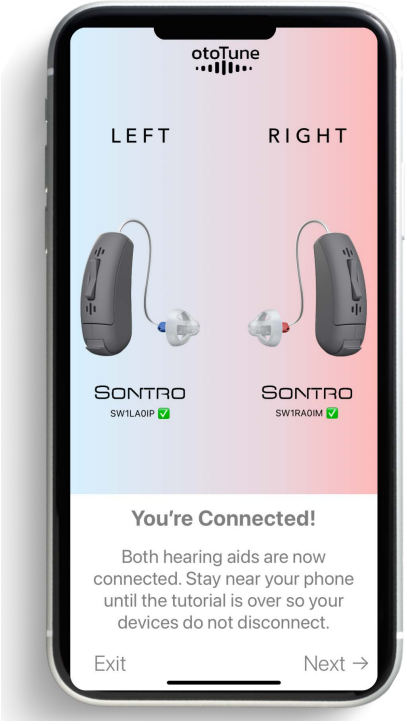
Inserting Batteries

Open the battery door and insert a battery with the positive (flat) side facing up. Close the door and the Hearing Aid will play a short melody. Insert batteries into both of your hearing aids.



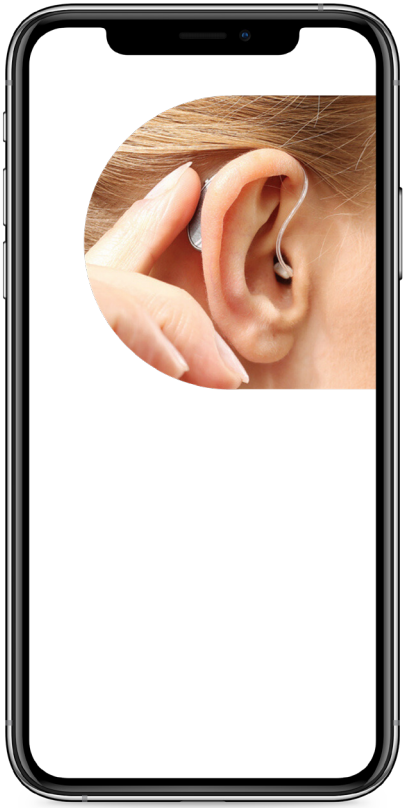
Connect your Devices

The Connect buttons will find nearby Sontro® Self-Fitting Hearing Aids. Connect both your left and right hearing aids to proceed.



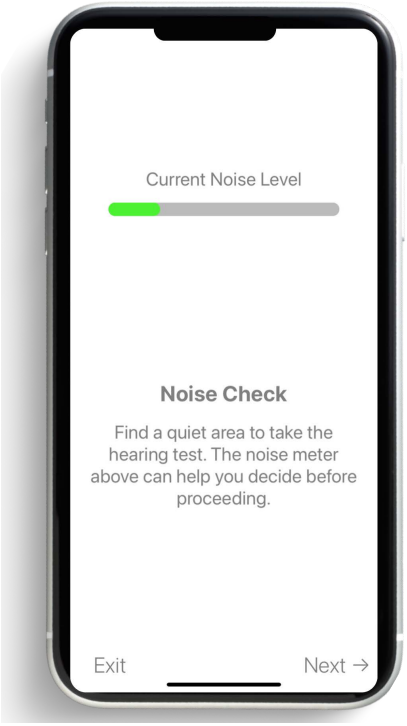
You're Connected!

Both hearing aids are now connected. Stay near your phone until the tutorial is over so your devices do not disconnect.



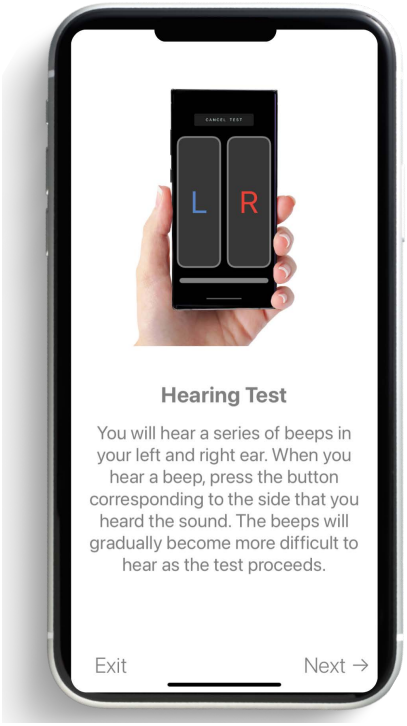
Try them on!

Take your left device (blue) and place the body of the hearing aid behind your left ear. Insert the receiver into your ear canal as shown. Do the same for your right ear. It may take some getting used to putting on your hearing aids.



Noise Check

The noise level meter estimates the noise level in the room you are taking your hearing test. If it is too noisy, please change to a quieter location or the most quiet location possible.



Hearing Test

You will hear a series of tones in your left and right ear. When you hear a tone, press the button corresponding to the side that you heard the sound. The beeps will gradually become more difficult to hear as the test proceeds.

NOTE: Depending on your hearing loss some tones may be inaudible during the hearing test.

Hearing Test

You will now hear a series of tones played through your devices.

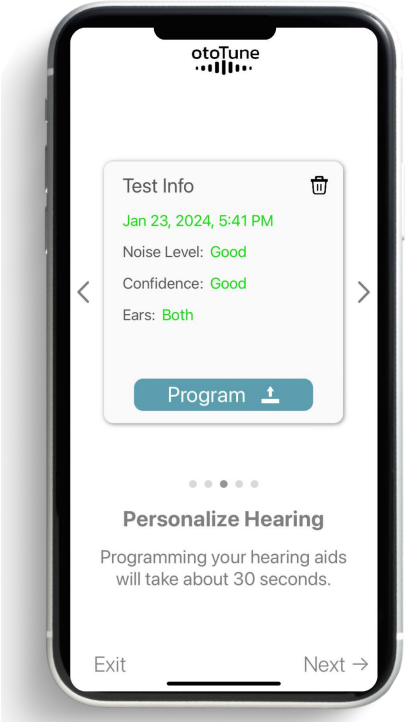
Press the “L” and “R” buttons corresponding to the side you heard the tone.

After the test is complete your results will be used to optimize your Sontro® Hearing Aids.

Please note: Your results do not constitute a medical diagnosis, you should consult a hearing health care professional for an assessment of your hearing loss.

Cancel Test

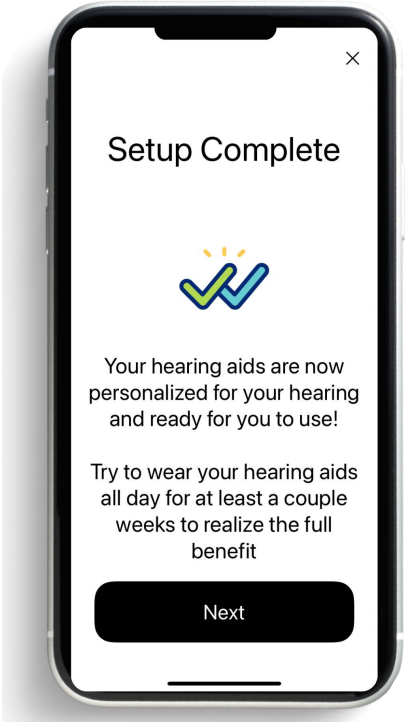
At any time during the test, you may press “Cancel” to start over.



Your Hearing Results

After a 3-minute hearing test is completed, your hearing test results will be displayed for the left and right ears. The Program button calibrates your hearing aids to match the amplification settings from your hearing test.

Press "Program" to personalize your device based on your hearing profile. This will take 30 seconds. You may choose to program your Sontro® Self-Fitting Hearing Aids with a previous test or take a new test at any time. Depending on your phone's storage capacity you may store many previous hearing tests.

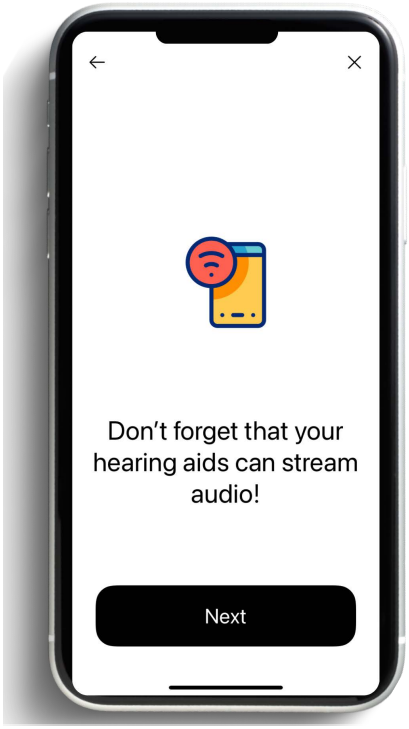


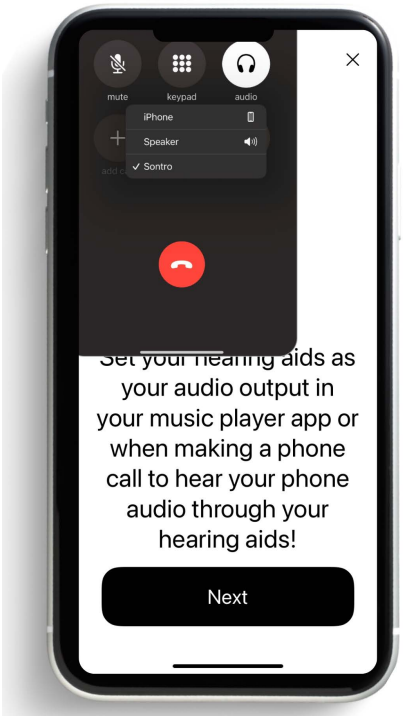
What to Expect

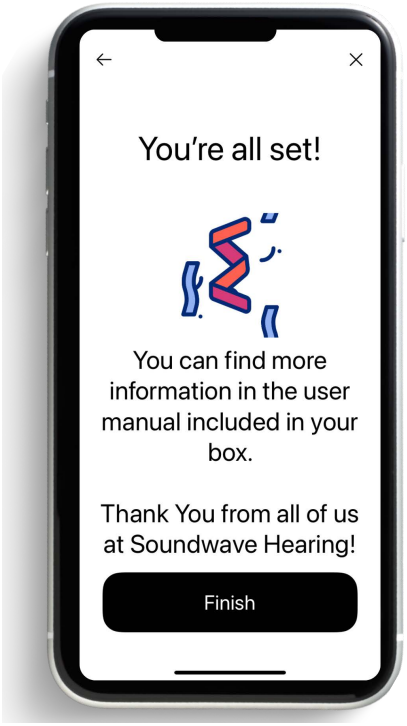
Your hearing aids are now set up and personalized just for you! It will take time for your ears and brain to get accustomed to listening to amplified sound. Try wearing them all day for at least two weeks to realize the full benefit.

Streaming

If you have purchased the model AIS, your Hearing Aids will stream audio. Please remember to set them as the audio output.







More Information

You can find more information about your Sontro® Self-Fitting Hearing Aids in the included Quick Start Guide, as well as the User Manual and other documentation on our website.

hearsoundwave.com