

INNER EAR HEARING AMPLIFIER

QUICK START GUIDE

OVERVIEW

We are constantly answering questions and recording helpful videos to make using your Vive Inner Ear Hearing Amplifier as easy as possible.



To see all of the FAQs in one place vhealth.link/z9m

QUICK-START (FIRST USE) INSTRUCTIONS

To get started using your Inner Ear Hearing Amplifier, you'll have to complete the following checklist:

- Charge the Battery
- Place in ear
- Turn power on and adjust volume

CHARGE THE BATTERY

Note: Charge the battery before first time use

1. Insert the charging cable into the charging ports on the back of the Charging Docks.
2. Insert the other end of the charging cable into a USB port. The Charging Indicator light will illuminate green to show that it is connected.
3. Place the Hearing Amplifier into the Charging Port so that the small arrow on the Amplifier Unit is facing up and pointing toward the Charging Indicator light.
4. Close the Charging Port window. The Charging Indicator will illuminate either green or red. If red, your hearing amplifier is charging. The charging process will take approximately two (2) hours to complete.

The Charging Indicator will turn green when fully charged, or when the amplifier is removed.

5. If the Charging Indicator stayed green when you closed the top of the Charging Dock, then the Hearing Amplifier is not properly positioned in the dock and is not charging. Open the window again, and adjust the position of the Amplifier, making sure that the small arrow is facing up and pointing toward the Charging Indicator and the Charging Contacts are touching the

prongs in the Dock. Close the top again and check the indicator.

6. If it illuminates red, the battery is charging. If it stays green, continue to adjust the position of the Amplifier in the Port until it turns red. Then close the top of the Charging Dock.



FIT IN EAR

7. Place the Hearing Amplifier into the desired ear.
8. Make sure to create a tight, secure fit. The most common source of feedback or other malfunction is improper installation, resulting in gaps between the Ear Cap and the ear canal.

TURN POWER ON AND ADJUST VOLUME

9. Hold the Home button until the Hearing Amplifier beeps, indicating that it is on.

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10. Press the Home button to toggle through the six (6) different volume settings. Once you reach the highest setting, pressing the Home button again will drop it back down to the lowest setting. It is recommended that you start out on the lowest volume setting and adjust upward as necessary until finding a comfortable volume.

Note: The lowest volume setting will provide the smallest amount of feedback to help with making sure your placement is correct.

GOT MORE QUESTIONS?



Check out our manual for more in-depth information
vivehealth.link/e36



And if that doesn't answer your question, our customer service team would love to help! Feel free to connect with them by phone, e-mail, or chat on our website.

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