

vive®



**INNER EAR HEARING
AMPLIFIER**

Owner's Manual
LVA2015IP (Pair)

vivehealth.com

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WHAT'S IN THE PACKAGE

- 2x Vive Inner Ear Hearing Amplifier
- 6x Comfort-Fit Ear Caps (4 domes, 2 cones)
- 2x Charging Docks
- 1x USB Charging Cable (split with 2 Connectors)
- 1x Storage Case
- 2x Cleaning Tools (1 brush, 1 stick)

OVERVIEW

We are constantly answering questions and recording helpful videos to make using your Vive Hearing Amplifiers as easy as possible. Throughout the manual we will include QR codes and links to important videos that you can visit to help you through the process

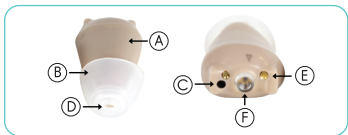


To see all of the FAQs in one place visit vhealth.link/z9m

PRODUCT OVERVIEW

Your Vive Inner Ear Hearing Amplifiers are designed to help you hear better by amplifying and transmitting sounds directly into the ear. Each Amplifier can be used in either ear and is made up of the following components:

- Ⓐ Amplifier Unit
- Ⓑ Ear Cap
- Ⓒ Microphone
- Ⓓ Speaker
- Ⓔ Charging Contacts
- Ⓕ Home Button



QUICK-START (FIRST USE) INSTRUCTIONS

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

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



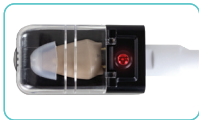
Want to watch us do this instead? Just go to the following link to see how to set up and use your Inner Ear Hearing Amplifier. vhealth.link/9fu

Charge the Battery

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.
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.



How to Change the Ear Cap

Over time the Ear Cap may become worn or damaged and need replacement. Your Hearing Amplifier includes two (2) replacement Ear Caps for just such an occasion.

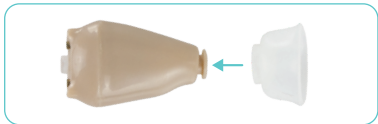
1. Turn the power to the Hearing Amplifier off before replacing the Ear Cap.
2. Remove the old Ear Cap from the Hearing Amplifier by gently pulling it off the end.



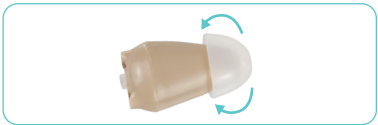
3. Roll up the rim of the new Ear Cap to give you a better grip for installing it onto the Hearing Amplifier.



4. Insert the new Ear Cap onto the speaker end of the Hearing Amplifier.



5. Roll down the rim of the new Ear Cap to prepare it for fitting inside the ear canal.



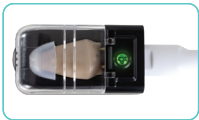
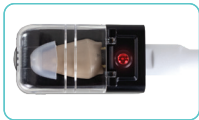
Charging the Hearing Amplifier

Your Hearing Amplifier will turn off automatically while being charged for a faster charging time. However, it is recommended that you turn off the Amplifier when not in 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.



CARE AND CLEANING

Your Hearing Amplifier should be cleaned at regular intervals in order to prolong its life and ensure quality sound. Always store it in a safe, clean, and dry place.

- Remove all debris from the Hearing Amplifier and Ear Cap with a clean, dry cloth before and after each use. Use the cleaning brush to clear away any ear wax adhered to the Ear Cap or other parts. Use the cleaning stick to help clean the hole in the Cap.
- If any components are particularly dirty, use a mild soapy water solution to clean the parts. Never immerse or hold the Hearing Amplifier under water, as this can damage it.
- Never use abrasive, corrosive, or solvent-based cleaning products to clean the Hearing Amplifier.
- Allow the Hearing Amplifier to dry completely before charging or using.

IMPORTANT INFORMATION

- The Hearing Amplifier is not a therapeutic medical product. The Hearing Amplifier can neither prevent nor alleviate organically caused hearing loss. It is intended only for the purposes described in this manual.
- The manufacturer is not liable for damage resulting from improper or careless use.
- Make sure to keep the battery charged as much as possible as lithium batteries can weaken if left uncharged for long periods of time.
- Turn off your Hearing Amplifier when not in use to prolong battery life.
- Protect the Hearing Amplifier from sudden impact, humidity, dirt, extreme temperature fluctuations, and prolonged direct sunlight.
- Never dry your Hearing Amplifier in the microwave.

- Do NOT use the Hearing Amplifier if you are suffering from an inflammation of the middle ear or inner ear canal.
- Do NOT use the Hearing Amplifier at maximum volume for extended periods of time. This can cause lasting damage to your hearing.
- If you feel unwell or experience pain while wearing the Hearing Amplifier, stop using it immediately and contact your doctor.
- If your skin becomes irritated or your ear becomes inflamed, and/or you experience an increased accumulation of ear wax when using the Hearing Amplifier, stop using it immediately and contact your doctor.
- This device is not intended for use by anyone with restricted physical or sensory skills or those with a lack of experience and/or knowledge of how to properly use this kind of device unless they are directly supervised by a person who is

are directly supervised by a person who is responsible for their safety or they receive instructions from such a person on how to use the device.

- Do NOT use the Hearing Amplifier in potentially explosive or hazardous environments.
- Keep the Hearing Amplifier out of the reach of children, as there is a risk of choking on the small components. Accidentally swallowing any part of the Amplifier may damage their health. If this happens, seek medical assistance immediately. Children should be supervised around the Hearing Amplifiers to ensure that it is not treated as a toy.

- If you feel that your Hearing Amplifier is damaged, do not use it.
- Switch the Hearing Amplifier off immediately if it is faulty or not working properly. Do not attempt to open and/or repair the Hearing Amplifier.
- Do NOT wear the Hearing Amplifier while bathing, showering, or swimming.
- Do NOT wear the Hearing Amplifier while applying cosmetics including make-up, hairspray, perfume, or sunscreen.
- Do NOT wear the Hearing Amplifier while undergoing shortwave therapy or medical treatments that are subject to strong radio frequency or magnetic fields.
- Do NOT wear the Hearing Amplifier in the vicinity of strong electromagnetic fields or X-rays.

- Once the battery life has been completely depleted (after five hundred (500) to one thousand (1,000) recharge cycles), the device will need to be replaced. Do not dispose of the old Hearing Amplifier through burning.

TECHNICAL SPECIFICATION

Sound Output (SSPL)	Maximum - 126.8 ± 3 dB, Average 120 ± 4 dB
Sound Gain (DSPL)	30 ± 5 dB
EQ Input Noise	32dB
Frequency Range	250Hz~4700Hz
Working Current	≤ 2 mA
Harmonic Wave Distortion (THD)	500Hz $\leq 3\%$ 1000Hz $\leq 4\%$ 1600Hz $\leq 2\%$
Voltage	DC 3.7V

Battery Type and Life Expectancy	Lithium-ion polymer/500+ recharge life
Working time	12 to 20 hours
Recharge Time	1 to 2 hours
Certifications:	CE, ISO13485, ISO9001, Medical CE, Rohs, FDA

WARNING

No modification of this equipment from its original specifications is allowed.

WARRANTY INFORMATION



1 YEAR GUARANTEE

You are protected by Vive Health's industry leading guarantee and customer service.

GOT MORE QUESTIONS?

Check out our list of Frequently Asked Questions at <http://vhealth.link/z9m> for helpful answers.



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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