

vive®



## **OUTER EAR HEARING AMPLIFIERS**

Owner's Manual  
LVA2015OP (Pair)

[vivehealth.com](http://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 Outer Ear 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.



To see all of the FAQs in one place visit [vhealth.link/hdk](https://vhealth.link/hdk)

## PRODUCT OVERVIEW

Your Vive Outer Ear Hearing Amplifiers are designed to help people hear better, by amplifying and transmitting sounds directly into the ear. Each Amplifier can be used in either ear, simply by changing the Ear Tube. The Hearing Amplifier is made up of the following components:



## QUICK-START (FIRST USE) INSTRUCTIONS

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

- Charge the Battery
- Fit / Setup
- Turn power on and adjust settings
- Install in ear

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



[vhealth.link/i7v](https://vhealth.link/i7v)

### Charge the Battery

1. Insert the charging cable into the charging port at the bottom of the Amplifier Unit.

2. Insert the other end of the charging cable into a USB port of your choosing. The Power/Mode button will illuminate red, and the Amplifier will begin charging, a process that will take approximately seven (7) hours to complete. The Power/Mode button will turn green when fully charged.



## Fit / Setup

**Note:** Your Hearing Amplifier comes with the right Ear Tube already attached. If you need to use the left Ear Tube instead, unscrew the right Tube from the Amplifier to remove it, and replace it with a left Tube.

3. Choose the desired Dome size for your comfort. The most common source of feedback or other malfunction is using a size of Ear Dome that is not appropriate for your ear, resulting in gaps between the dome and ear canal. Choose a Dome size that fully covers the ear opening comfortably without needing to be forced into place.
4. Slide the desired Ear Dome onto the open end in the middle of the Ear Tube.
5. The Concha Lock is the soft plastic piece stemming from the end of the Ear Tube. This piece can help stabilize the Dome in your ear

5. The Concha Lock is the soft plastic piece stemming from the end of the Ear Tube. This piece can help stabilize the Dome in your ear but some may find it uncomfortable. Feel free to trim this piece to your desired comfort level, but

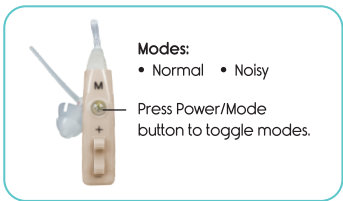


## Turn Power On and Adjust Settings

6. Press and hold the Power/Mode button for a few seconds to turn the Amplifier on.



7. Before first use, press the volume down button (-) button will illuminate red, and the Amplifier will on the Volume Control several times to turn the button will illuminate red, and the Amplifier will output volume to the lowest setting. (once button will illuminate red, and the Amplifier will installed, you can readjust the volume). The button will illuminate red, and the Amplifier will device will beep twice when the lowest volume button will illuminate red, and the Amplifier will setting has been reached.



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

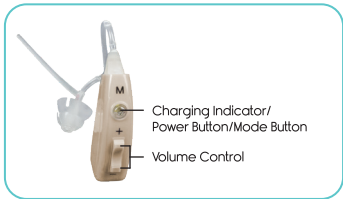
## Fit in Ear

- Place the Hearing Amplifier on the back of the desired ear, wrapping the Ear Tube over the top of the ear.
- Firmly insert the Ear Dome into the ear canal, making sure to create a tight, secure fit.
- Position the Concha Lock against the inside of the ear to help hold the Ear Dome in place inside the ear canal (If you have removed your concha lock please ignore this step).



## HOW TO OPERATE

Your Outer Ear Hearing Amplifier comes with two (2) different modes of operation. The volume can also be adjusted to various levels as desired.



Component	Description
Power/Mode button	<p data-bbox="415 154 923 368">Turns on the power to the Hearing Amplifier and adjusts the operating mode. Pressing the button for a long time turns the power on and off. Pressing it for a short time switches the operating mode.</p> <ul data-bbox="415 386 923 621" style="list-style-type: none"> <li data-bbox="415 386 923 452">• Normal mode - Use this for regular operation (single beep)</li> <li data-bbox="415 470 923 621">• Noisy mode - This offers a quick way to lower the volume in the case of a sudden increase in noise level (double beep)</li> </ul>
Charging Indicator	<p data-bbox="415 683 923 894">The Power/Mode button also includes a light indicator to show the status of the Amplifier while the battery is charging. When the indicator is red, the battery is charging. When it is green, the battery is fully charged.</p>

Component	Description
Volume Control	<p>Press the + and - buttons to increase or decrease the output volume of the Amplifier.</p> <p>NOTE: Upon first use, start at the lowest volume and work your way up to a comfortable level.</p>

## 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.

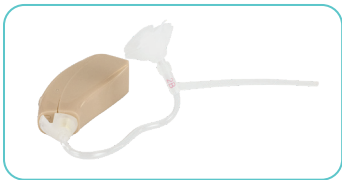
2. Remove the old Ear Cap from the Hearing Amplifier by gently pulling it off the end of the Ear Tube.



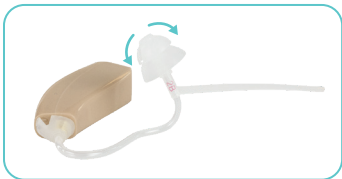
3. Roll up the rim of the new Ear Cap to give you a better grip for installing it onto the Hearing Amplifier.



4. Insert the new Ear Cap onto the end of the Ear Tube.



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 bottom of the Amplifier Unit.
2. Insert the other end of the charging cable into the USB port on the AC adapter and plug the adapter into the wall outlet. The Power/Mode button will illuminate red, and the Amplifier will begin charging, a process that will take approximately seven (7) hours to complete. The Power/Mode button will turn green when fully charged.
3. The USB cable can also be plugged into a computer or similar charging port if a wall outlet is not available.





Charging



Fully Charged

## CARE AND CLEANING

Your Hearing Amplifier should be cleaned at regular intervals in order to prolong its life and ensure quality sound.

- 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 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 SPECIFICATIONS

- Sound Output (SSPL): Maximum - 135.8dB, Average 127.7dB
- Sound Gain (DSPL): 43.7dB  $\pm$  5dB
- Equivalent (Eq) Input Noise: 29.5dB
- Frequency Range: 200Hz ~ 6000Hz
- Working Current:  $\leq$  3mA
- Harmonic Wave Distortion (THD):
  - 500Hz  $\leq$  0%      70dB
  - 800Hz  $\leq$  1%      70dB
  - 1600Hz  $\leq$  0.8%    65dB
- Voltage: DC 3.7V

- Charge: USB Charge
- Working time: Twenty (20) hours
- Recharge Time: Seven (7) hours
- Certifications: CE, ISO13485, ISO9001, Medical CE, Rohs, FDA

### **WARNING:**

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

## **WARRANTY INFORMATION**



## GOT MORE QUESTIONS?

Check out our list of Frequently Asked Questions at [vhealth.link/hdk](http://vhealth.link/hdk) 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.



[service@vivehealth.com](mailto:service@vivehealth.com)



1-800-487-3808



[vivehealth.com](http://vivehealth.com)