

app manual

core



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# downloading the app

## Option 1:

For iOS, go to the App Store®. For Android™, go to Google Play. Search for “LifeEar” and install the app.



## Option 2:

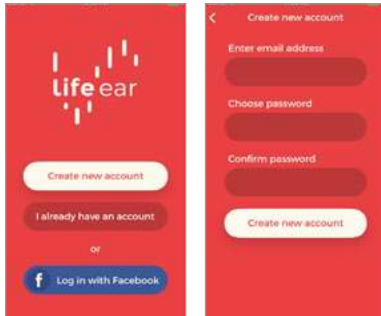
Go to [www.LifeEar.com/app](http://www.LifeEar.com/app) from your phone or tablet and click the link to download the app. Then install the LifeEar® app.

Open the app and follow the instructions to get started.

*note: The app is required to personalize your LifeEar CORE.*

App Store is a service mark of Apple Inc., registered in the U.S. and other countries. Android, Google Play and the Google Play logo are trademarks of Google Inc.

# registration

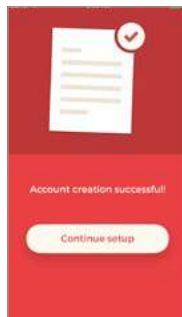


**.01** Create an account, or log in with Facebook.

*note: If you log in with Facebook, you will skip the next two steps.*



**.02** Open email on your device and click the link from LifeEar Support.



**.03** Return to the LifeEar® app to continue setup.

*note: Check your spam folder if you do not see an email in your inbox.*

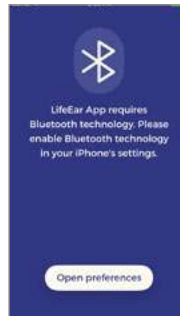


# connecting with iOS



**.01** Select which ear you want to set up.

*note: Screens will be red when setting up right ear. Screens will be blue when setting up left ear.*



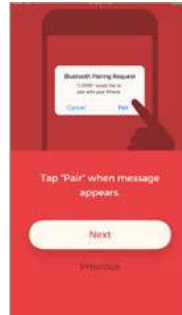
**.02** Turn on Bluetooth in your phone settings and return to the app.

*note: The app uses Bluetooth technology to communicate with the CORE. You must give the app permission to use Bluetooth on your device.*





**.03** Remove hearing aid from box and insert battery.



**.04** Give your device permission to pair.

*note: Wait one (1) full minute after removing tab for battery to fully activate.*

# connecting with Android



**.01** Select which ear you want to set up.

*note: Screens will be red when setting up right ear. Screens will be blue when setting up left ear.*



**.02** Allow LifeEar<sup>®</sup> to access the device location and connect with your CORE.



*note: The LifeEar app does not track or store your location.*



**.03** Remove hearing aid from box and insert battery.



**.04** Once CORE has paired with your device, continue with the personalization.

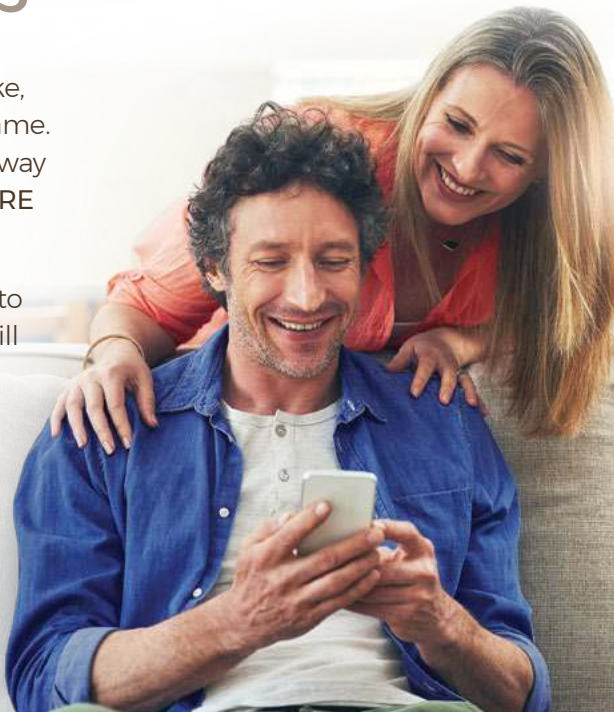
*note: Wait one (1) full minute after removing tab for battery to fully activate.*

# personalizing

Just as no two people are alike, no two ears are exactly the same. That's why LifeEar® created a way for you to personalize the CORE for your unique ears.

By measuring your response to a series of tones, the CORE will create a profile for each ear and customize the programs just for you.

*note: This is not a medical evaluation or test.*



## when to personalize



### **First use:**

You will be prompted to personalize after connecting your CORE to the app.

### **Change of tip or tubing (High Volume Kit):**

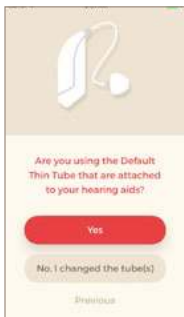
The different types of tubing and tips produce different levels of output and will affect your results.

### **Annually:**

Your ears can change over time. It is best to update your profile every year.

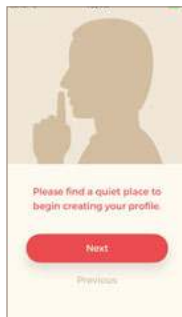
*note: Once completed, you can view your personal profile or create a new one at any time. Swipe on the summary page to see more details.*

## personalization process



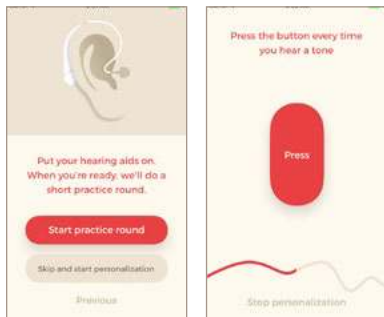
**.01** To begin creating your personal profile, you will need to specify which type of tube you are using.

*note: We recommend first trying the default thin tube that is attached. The app will detect if the high volume kit is needed.*



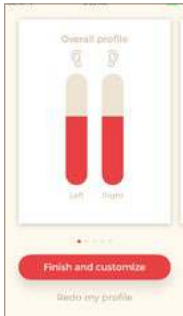
**.02** Allow the LifeEar<sup>®</sup> app to use your device microphone. This is only used during personalization to check that you're in a quiet place.

*important! Make sure you're in a quiet place in order to get accurate results.*



**.03** Follow the app instructions to complete your personalization for each ear. This will take about 10 minutes.

*note: For accurate results, only press the button if you really heard the tone.*



**.04** When finished, you will see your personal profile. Swipe on the summary page to view more details.

*note: The more tan in the bar, the more amplification you require.*

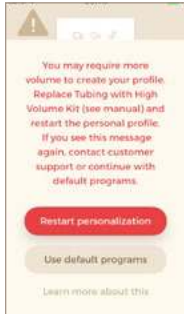


**.05** To finish optimizing your hearing aids, enter your date of birth and gender.

*note: Personalization differs based on age and gender.*



# High Volume Kit



The app will detect if you need more volume to create your profile. If this is the case, you will see this screen.

Use the High Volume Kit set of tips and tubing included in your accessories.

Detailed instructions for using this kit can be found on page 18 in your **CORE** user manual.

# dashboard controls

The Dashboard allows you to view your hearing aid battery levels and change your program and volume. Tap the Programs button to access program options. Tap the Volume button to access volume control.

## battery information

The battery life is indicated by color.

- **Green/Yellow** = Good battery
- **Red** = Replace battery

*important! The app may no longer work when batteries are low, even if **CORE** is still working. This is because the app connection requires more power than the hearing aid amplification.*



## program and volume control



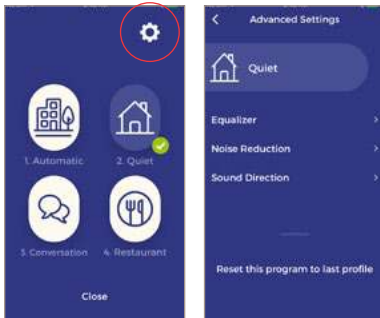
**Programs:** For detailed program descriptions, see page 13 in your CORE user manual.



**Volume:** Drag the sliders up and down to control the left or right aid's volume. Tap “+/-” to raise/lower the volume of both aids.

*note: When CORE is turned off and back on, it will reset to Program 1 and the default volume level.*

# advanced settings



You can further customize each program with Advanced Settings by tapping the settings icon (⚙️) in the top-right corner of the programs screen.




*note: You must complete the personalization process before using the Advanced Settings.*

# equalizer tool



The Equalizer tool allows you to customize how low, medium, and high frequencies are processed.

Use the sliders to make changes, making very small adjustments at a time.

-  **Low-tone slider (truck):** Reduce if sounds are muffled or you hear an echo.
-  **Mid-tone slider (voice):** Adjust if you need more clarity in conversations.
-  **High-tone slider (bird):** Adjust if sounds are tinny or seem like they are coming through a metal tube.

## noise reduction tool



The Noise Reduction tool allows you to determine the amount of background noise you want filtered out.

Use the slider to choose a setting—the higher the setting, the more background noise will be reduced.

***note:** While the technology for separating the human voice from background noise is very good, be aware that using the highest level of noise reduction may remove some sounds that you **did** want to hear.*

## sound direction tool



The Sound Direction tool allows you to change the focus of the directional microphone's input.

Use the slider to choose a setting. Each setting has a different real world application.

- **General:** Best for hearing real life sounds all around you.
- **TV:** Best for watching TV or when your sound source is in front of you.
- **Meeting:** Best for listening in a group of 3-4 people.
- **One-on-one:** Best for one-on-one conversation in a noisy area.

*note: Sound Direction cannot be changed on the Automatic program because it automatically adjusts the directional microphone's input.*

# LifeEar hear coach



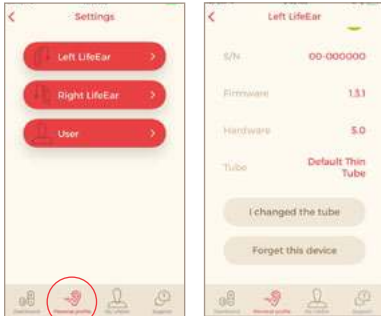
The LifeEar® Hear Coach tool allows you to take a guided tour of the hearing aid and the LifeEar app.

View lessons on various topics such as how to wear the hearing aid, how to clean it, the different programs, etc. You can view your overall progress at the top of the screen as you complete each lesson.

*note: The LifeEar Hear Coach can be found under the "MyLifeEar" tab.*



# settings



*note: Settings can be found under the "Personal Profile" tab.*

## **"I changed the tube" button:**

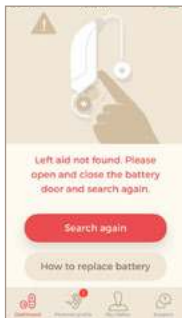
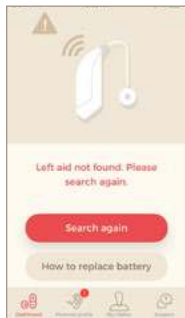
If you change the tubing, we recommend specifying which type of tube you are using on each hearing aid. This ensures that you recreate your personal profile to reflect the tubing and volume, thus giving you the most accurate results.

## **"Forget this device" button:**

If you switch to a new phone or tablet, you should "forget this device" to delete CORE from the current device.

# troubleshooting

*note: For issues with sound, please see your CORE user manual.*



## connection problems

If the app is unable to find your aid, check the following and then press the "search again" button:

### **LifeEar® CORE is turned on:**

Make sure there is a working battery in your CORE and the battery door is fully closed. Place on your ear, press the button on the hearing aid, and listen for beeps or voice prompts.

**LifeEar CORE is near the smartphone:**

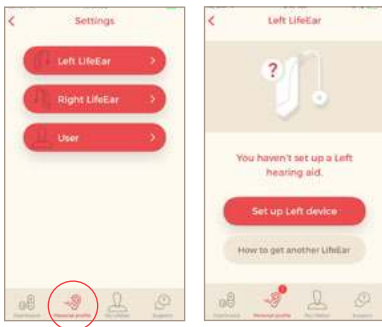
Bluetooth has a limited connection range. Make sure your CORE is within six (6) feet of your device.

**No other device is connected to the CORE:**

If you use the LifeEar app on both your tablet and smartphone, you will only be able to connect with one device at a time. Make sure the app is completely closed on the other device.

If the app is still unable to find the aid, replace the battery. The app may no longer work when batteries are low, even if the CORE is still working. This is because the app connection requires more power than the hearing aid amplification.

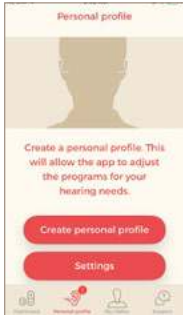
## add a second LifeEar® CORE to the app



If you started using the app with only one aid and later decided to add a second aid, you will need to go the Settings menu located in the “Personal Profile” tab at the bottom of the screen.

In the Settings menu, select either Left or Right LifeEar, depending on which side you need to set up. Then tap the “Set up Left/Right device” button and follow the instructions in the app.

## incomplete profile notification



When your personal profile is incomplete, you will see an exclamation mark on the Personal Profile icon. This means you need to recreate your personal profile. This can be the case when:

- you never completed the personalization
- you add a new LifeEar CORE
- you change the tube in the app settings page

*For more FAQs, visit the support screen on your LifeEar app.*

# compatible devices

The app is available for iPads and iPhones with iOS version 9.3 and higher or for Android devices running version 4.4 or higher.



## **Bluetooth**

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# warnings

Notifications of app updates should not be disabled, and it is recommended that the user installs all updates to ensure that the app will function correctly and will be kept up to date.

The app must only be used with LifeEar® devices for which it is intended, and LifeEar takes no responsibility if the app is used with other devices.

If using the LifeEar app with the hearing aid, please make sure to read the hearing aid user guide. The hearing aid user guide was included in the hearing aid package. If you need a new copy, please contact LifeEar customer support.

Mobile device apps are intended to be used with wireless hearing aids. Mobile device apps send and receive signals from the wireless hearing aids via mobile devices for which the apps have been developed.

[www.LifeEar.com](http://www.LifeEar.com)

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