





PREMIUM RECHARGEABLE OTC HEARING AIDS

MANUAL
ENGLISHAndroid or iOS device
required to use this device



WE'RE HERE TO HELP YOU SET UP YOUR HEARING AIDS FOR THE BEST FIT & EXPERIENCE PHONE: 800-785-6052 EMAIL: support@lucidhearing.com

Welcome Aboard!

We're honored you've chosen to be a part of the Lucid Hearing family! Our commitment to you is simple: *To help you Hear Better®!*

Your journey to better hearing begins now. Every successful journey has a guide to help you get the most out of the adventure! There are two key guides at your disposal. This booklet is a quick and easy reference for you to get started. And for additional details and information, visit us at **lucidhearing.com**!

Let's get started!



WARNING: If you are younger than 18, do not use this.

You should talk to a doctor, preferably an ear-nosethroat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 or older.

This OTC hearing aid is for users who are 18 and older. People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.

WARNING: When to See a Doctor

If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT).

- Your ear has a birth defect or an unusual shape.
- Your ear was injured or deformed in an accident.
- You saw blood, pus, or fluid coming out of your ear in the past 6 months.
- Your ear feels painful or uncomfortable.
- You have a lot of ear wax, or you think something could be in your ear.
- You get really dizzy or have a feeling of spinning or swaying (called vertigo).
- Your hearing changed suddenly in the past 6 months.
- Your hearing changes: it gets worse then gets better again.
- You have worse hearing in one ear.
- You hear ringing or buzzing in only one ear.

WARNING: This hearing aid should not cause pain when inserting it.

Remove this device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to FDA as an adverse event according to the instructions that appear later.

Caution: This is not hearing protection.

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.

Caution: The sound output should not be uncomfortable or painful.

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.

Caution: You might need medical help if a piece gets stuck in your ear.

If any part of your hearing aid, like the ear tip, gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part farther into your ear, injuring your eardrum or ear canal, possibly seriously.

Note: If you remain concerned, consult a professional.

If you try this device and continue to struggle

with or remain concerned about your hearing,

you should consult with a hearing healthcare professional.

Note: What you might expect when you start using a hearing aid.

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.

People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.

If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially

in situations that make you tired from listening-for example, noisy environments.

Note: Tell FDA about injuries, malfunctions, or other adverse events.

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them "adverse events," and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc.

Instructions for reporting are available at https//www.fda.gov/Safety/MedWatch, or call 1–800-FDA-1088. You can also download a form to mail to FDA.

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Precision Directional Listening Technology

Introducing Our Latest Innovation





With the smart optimization of the microphone array, our PDL system delivers exceptional clarity in speech, providing an engaging listening experience. Directional microphones focus on what's in front of you and help you hear more clearly in conversation.



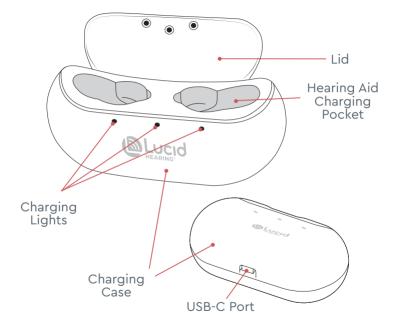


In The Box



support@lucidhearing.com

Getting to Know Tala Charging Case

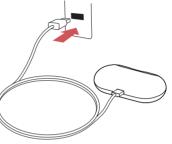




Charge the case

Plug the USB-C end of the charging cable into the port on the bottom of the charging case. Connect the other end of the charging cable to a power source.

Charging Tala



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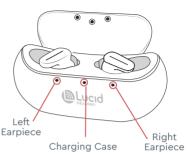
Place Tala Hearing Aids in their case

Hearing aids turn off and begin charging once placed inside the charging case. Once the case is fully charged, and when adding or removing Tala from the case, lights will blink for 3–5 seconds and then shut off. (~3 hours) (See page 14)

Expected battery life: 16 hours* between charges *Based on typical streaming usage of less than 2 hours per day

Charging Lights

There are three indicator lights. The left and right LEDs show charging state for the left and right earpieces respectively, and the center LED shows charging state for the charging case.



Fully depleted hearing aids require 3 to 4 hours to be fully charged

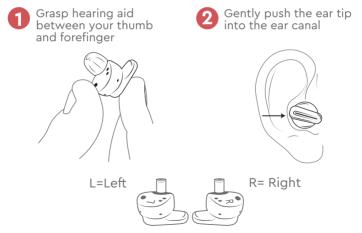
LED Indicator Lights Case is Charging Case is Charged Both Hearing Aids are Charging -Both Hearing Aids are Charged -🔆- Blinking Light = Charging Solid Light = Charged

Lights only appear when the lid is open. The middle light will illuminate when plugged in, and will flash while it is charging, and then turn solid when it is charged.

Wearing Your New Hearing Aids

When inserting your hearing aids for the first time, there can be feedback (whistling) if your hearing aids are not fully inserted. The adjustment period of wearing hearing aids takes time, but soon you'll be hearing clearly.

How to insert your hearing aids:



Download the Lucid Hearing App®



Lucid Hearing App featuring LucidShape

Comprehensive real-time personalization with the ability to manage acoustic volume across any listening environment.

With the Lucid Hearing mobile App and Tala, you can:

- Explore and select your preferred hearing program
- Monitor the battery status of your hearing aids

With LucidShape and Tala, you can:

- Fine-tune your listening for the most customized experience
- Control the left and right hearing aids together or independently





For ease, use your phone camera to scan this code to download either the Apple or Android app, depending on which device you have.

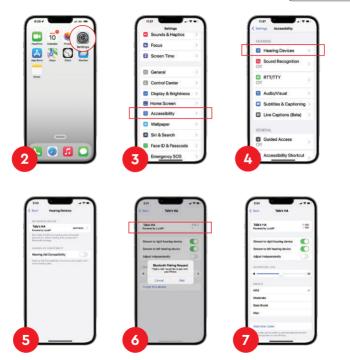
You can also search for "Lucid Hearing" in the App Store or on Google Play.



Pairing/Connecting Hearing Aids to Your Device's Bluetooth[®]

- 1. Remove hearing aids from the charging case
- 2. On your phone, go to→ Settings
- 3. Go to \rightarrow Accessibility
- 4. Go to→ 'Hearing Devices'
 - For best results, unpair any other hearing aid devices that appear before continuing to pair Tala.
- 5. "Device Name" or "Tala's HA" should appear, click on this tab
- 6. Prompt will appear asking to pair twice. Click on **Pair** each time.
- 7. Hearing aids should now read as connected and are successfully paired.

^{Made for} **€iPhone** | iPad

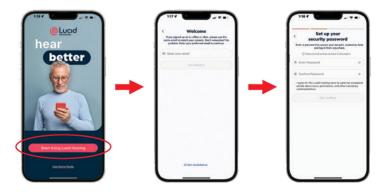


support@lucidhearing.com

^{Made for} **€iPhone** | iPad

Pairing/Connecting to the Lucid Hearing App Open the app and follow these steps:

Once your app is downloaded, open the app and your first screen will be a welcome screen. Click on **Start Using Lucid Hearing** and begin the sign-up process.



Customers with a current Lucid Hearing account:

Use the email associated with your profile. If you already have a password set up, log in and enter that password. If you do not have a password currently set up, then create a new password to protect your account.



Customers without a current Lucid Hearing account:

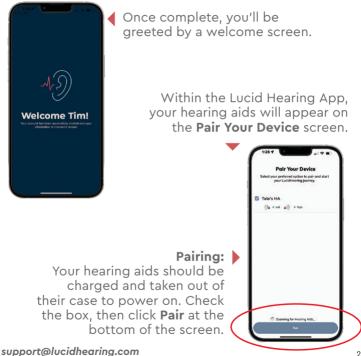
If this is your first time as a customer, use any email you prefer. After creating a password, the system will generate an email to confirm your account. Check your junk mail if you don't see it.

(cont'd)

Once you've received the email and clicked on the link to confirm, you're ready to create your account and start navigating the app.

Verified! Customize your info		<	Create your account Last step to get your account started.
Set the most out of Lucid Hearing by customizing your app with info about you.			Address
L First Name)		United States
Last Name			> State
te of Birth Iter V Month V Day V			o City
Gender v		a	2 Zip Code
Ge To Last Step			+1 Phone Number
		Luc to y	id Hearing will only contact you with information rel our hearing aids
			Start Using Lucid Hearing







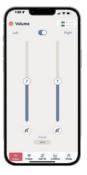
The Lucid Hearing App

Your app will automatically open to the **Volume** screen where you can adjust the volume of both hearing aids together. To adjust independently toggle the **Both** switch off.



The app will always set the volume to the middle level upon start up or resetting the hearing aids.

Toggle the switch to the right to allow independent control. Slide the bar up and down to control volume or click to mute your aids if needed.







Hearing Aid Status: In the top right corner of the **Volume** screen you will see the green and white battery icon box.

By clicking on this box, it will show your connected hearing aids and their battery level charge. To exit the screen, click **Close.**



Continue to page 32



Pairing/Connecting to the Lucid Hearing App

Open the app and follow these steps:



Once your app is downloaded, open the app and your first screen will be a welcome screen. Click on **Start Using Lucid Hearing** and begin the sign-up process.

> Customers with a current Lucid Hearing account:

Use the email associated with your profile.







If you already have a password set up, log in and enter that password. If you do not have a password currently set up, then create a new password to protect your account.

Customers without a current Lucid Hearing account:

If this is your first time as a customer, use any email you prefer. After creating a password, the system will generate an email to confirm your account. Check your junk mail if you don't see it.

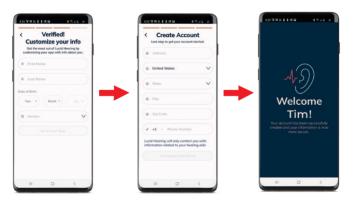




(cont'd)

Once you've received the email and clicked on the link to confirm, you're ready to create your account and start navigating the app.

Once complete, you'll be greeted by a welcome screen.





Pairing: Your hearing aids should be charged and taken out of their case to power on.

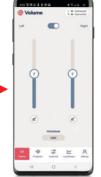


Accept the app permissions to find nearby devices. Within the Lucid Hearing App, your hearing aids will appear on the **Pair Your Device** screen.



The Lucid Hearing App







After pairing your hearing aids, a prompt will ask you to insert the devices into the charging case and then remove them. Next, the Volume screen will allow you to adjust the volume of both hearing aids together. To adjust independently, toggle the Both switch off. Slide the bar up and down to control volume or click of to mute your aids if needed.





Hearing Aid Status: In the top right corner of the **Volume** screen you will see the green and white battery icon box.

By clicking on this box, it will show your connected hearing aids and their battery level charge. To exit the screen, click **Close.**



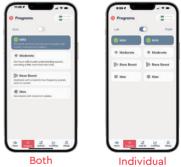
Continue to page 32

The remaining instructions apply to

Programs

On the **Programs** tab, you will select the desired listening profile for your hearing aids. You can select the same program for both, or select a unique setting for each individual side.

The **Both** setting will appear when both hearing aids are set to the same program and disappear when unique programs are selected.



The **Programs** tab will allow you to change between listening settings pre-programmed for your convenience. Explore programs for both aids, or toggle to allow independent control of the left and right aid if needed. both (Here i Pad) and android a devices.

Audio EQ

The **Audio EQ** offers two very useful features. Explore **Audio Mix** and the **Audio Equalizer** sections below to learn how to customize your listening experience.



Audio Mix

The **Audio Mix** allows you to balance ambiance with streaming volume in real-time. Drag the switch to the right to hear more of what you're streaming and less ambient background noise, or drag it further to the left to allow more environmental awareness and less audio signal.

Audio EQ (cont'd)



Audio Equalizer

The **Audio Equalizer** allows you to manipulate four independent frequency ranges (Bass, Mid Low, Mid High, Treble) designed to customize or fine tune your individual streaming preference. You achieve this by simply touching the slide bar and sliding it to the desired position.



Unlock/Lock

To adjust the audio while media is paused or stopped, unlock by sliding the toggle switch next to the Audio Mix. Your changes will be made once you resume listening.

Using LucidShape



LucidShape gives you the ability to adjust specific frequencies according to your listening preferences and needs. Here we will demonstrate how to use LucidShape to adjust your hearing aids.

First, select which hearing aid you would like to adjust at the top of the screen. You can choose to adjust the left and right individually, or both together.

LucidShape automatically defaults to both.



Using LucidShape (cont'd)



Live Environment mode: Listen to the environment around you as you begin to adjust your listening program.



Balance L+R mode: Both left and right hearing aids will play a tone simultaneously to help you adjust the balance between the hearing aids.

Note that when you open Lucidshape you are automatically adjusting the program you are currently in, but you can manually select to a different program.



Sweep button:

Within the L+R screen, press Sweep to run through all the frequencies and play tones from low to high. Listen to each frequency and make

adjustments to volume as needed. You can also use the **Balance L+R** screen to touch an individual frequency, which will play that tone as you adjust the volume at that frequency.



To increase volume and sensitivity, just press, hold and drag **upwards**. To decrease volume and sensitivity, **drag down**.

Once you are satisfied with the sound, click **Save** at the bottom left of the screen.

To start over, click **Reset** and your hearing aids will be reset to their original setting.

Settings



Here you will find information about your hearing aids, a helpful **User Guide** for the Lucid Hearing App, LucidShape and support.



Personal Information: Access this tab to update your information.



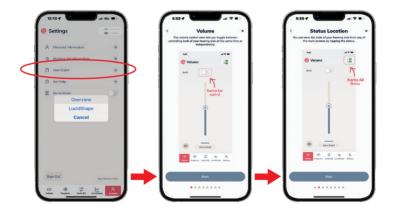
Within the **Hearing Aid Information** screen, you can view firmware information, view the model of your hearing aids, as well as disconnect your hearing aids from the app.



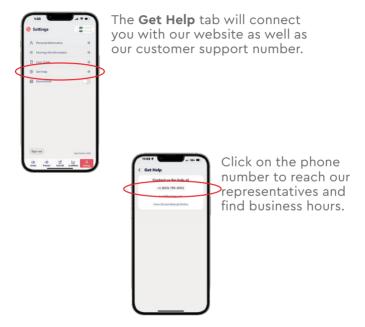
To disconnect, scroll to the bottom of the screen and select **Change or Disconnect.** This will unpair your current hearing aids with the app.

Settings (cont'd)

Inside the **User Guide**, select **Overview** to access useful slides by clicking **Next** to walk you through app.



Settings (cont'd)



Care and Cleaning Instructions

To ensure your hearing aids continue to work properly for years to come please note that you should avoid submerging in water, dropping from distances greater that 3 feet, or exposing to excessive heat for extended periods of time.



The most common cause of instrument failure is wax buildup and it is the easiest to avoid. By wiping your hearing aids, ear tips and/or dome tips with a soft, dry cloth every day and carefully removing any traces of wax and debris, you will reduce wax buildup. Use the brush provided to enhance your cleaning by lightly brushing the microphones. It is important to keep your hearing aids as clean as possible to maintain maximum performance and durability.



Important: Keep your hearing aids as clean as possible to maintain maximum performance.

How to Clean Tala Hearing Aids





Use wire loop to clean wax from tips

Dec Mo

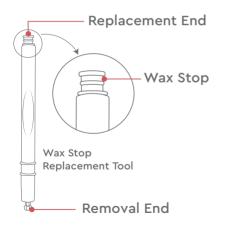
Use brush to clean off wax and dirt



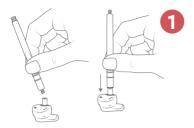
Brush microphone openings

Replacing Wax Stop

Your Tala Hearing Aids have a Wax Stop in the tip to prevent wax from getting inside the speaker. You should check daily for any obstruction to the Wax Stop. If you see wax inside you can replace it using the instructions on the next page.



Warning: Improper replacement could result in the Wax Stop coming out of the receiver and being lodged in the ear canal.





Before removing the Wax Stop, be sure to remove the ear tip. Insert removal end of replacement tool into the used Wax Stop, centered in the speaker housing. This requires a firm push. Pull replacement tool straight up to remove used Wax Stop.



Insert new Wax Stop into the speaker housing by wiggling it in place and pressing in firmly. Replace ear tip before inserting the hearing aid into the ear. (See page 48-49 for ear tip replacement)

Choosing the Correct Silicone Ear Tip

We have included a number of different silicone ear tips for you to find the perfect fit. The tip should fit snuggly enough to seal the ear, while not being uncomfortably too tight. Some experimentation may be necessary. You will notice there are two types of tips included.

Double Dome

Enjoy enhanced comfort and superior noise isolation with our included silicone double dome ear tips. These specially designed ear tips provide a greater seal for those who have a more significant hearing loss. The seal blocks external noise and provides maximum sound enhancement for an immersive listening experience.



Large



Medium



Single Dome

Our single dome silicone ear tips offer a comfortable, detachable listening solution. Designed to fit snugly in your ears, these ear tips secure the device while reducing feedback from the hearing aids, ensuring comfort for hours of enjoyable listening.



Large



Medium



Small

Replacing the Ear Tips



Hold the hearing aid by the base of the speaker housing.



Gently pull on the ear tip until it comes off. You may need to twist it using a back and forth motion.



Align the new ear tip with the dome facing outward. Press the new ear

tip onto the speaker housing until the base of the ear tip is flush with the device.



Troubleshooting

ISSUE	POSSIBLE CAUSE	SOLUTION
No/Low sound output	Low battery	Place the Tala Hearing Aids back into the charging case
	Wax build up in the wax stop	Clean or replace the dome
	Volume set too low	Use the app to increase the volume to a comfortable level
	Tip not inserted properly	Re-insert the tip
	Hearing aid is damaged	Contact Lucid Hearing Customer Service
	A significant change in your hearing	Contact your hearing health care professional for an exam. Lucid Hearing Customer Service can recommend a specialist in your area

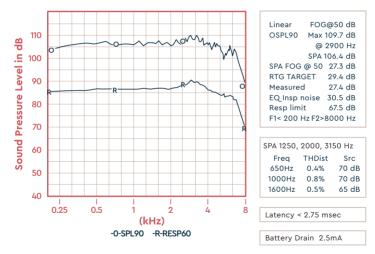
ISSUE	POSSIBLE CAUSE	SOLUTION
Whistling/ Feedback	Tip not inserted properly	Reinsert hearing aid tip
	Tip damaged or is the wrong size	Replace tip with a new tip
	Wax build-up in the ear canal	Talk to your doctor or a hearing healthcare professional about how to best clean your ears
Device is not comfortable	Tip is too large or too small	Try a different size tip

Still have issues? Reach out to us at **800-785-6052** or chat with us at **lucidhearing.com** and our specialists will be happy to help you.

Your satisfaction is our number one priority!

Technical Data

ANSI TEST



Warranty

Lucid Hearing Over-The-Counter Hearing Aids are risk free with a 60 day return period and a 1 year manufacturer's warranty. To file a claim please call us at 800–785–6052.



Warranty Warning: Please do not attempt to make repairs yourself. Doing so could cause additional damage and will void any warranties.

- Do not throw or drop your instruments.
- Do not immerse hearing instruments in liquid or water.
- Do not wear during bathing, showering, or swimming.
- Store out of the reach of children and pets.
- **Do not expose** instruments to excessive heat, such as a stove top, microwave, dashboard of a hot car, or hair dryer.
- **Do not expose** the instruments to chemicals such as hair spray, insect repellent, perfume, or cosmetics.
- **Do not** use the product with higher volume for a long period of time in order to avoid hearing damage. Stop using if discomfort occurs.
- Do not disassemble the device.
- Avoid use in potential explosive or dangerous situations.
- To avoid possible electromagnetic radiation, the devices should be removed in any high frequency, heat treatment or operation, radiotherapy and strong magnetic field environments.

Compliance

FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and;
- (2) This device must accept any interference received, including interference that may cause undesired operation

FCC ID: RWT-BAVOTW IC: 25701-BAVOTW HVIN: TALAHA

NOTE: THE GRANTEE IS NOT RESPONSIBLE FOR ANY CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY THE PARTY RESPONSIBLE FOR COMPLIANCE SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

This device complies with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes

- (1) I 'appareil ne doit pas produire de brouillage;
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Environmental Conditions

During transport or storage, the temperatures should not exceed the limit value of -25° to 70°C, (-13° to 158°F) 0 to 90%, 700hPa to 1060hPa.

Operating Condition: your hearing instruments are designed to operate beyond the range of temperature comfortable to you, from very cold to 40° C (122°F).



Manufactured by: Etymotic Research Inc 1125 Remington Road, Schaumburg, IL 60173 Distributed by: Lucid Hearing Holding Company, LLC PO BOX 535596 Grand Prairie, TX 75053



0 to 90% 700 hPa to 1060hPa **Operational Conditions**



15–90% RH non-condensing 700hPa to 1060hPa





IP22 Protection against dripping water at all angles Protection against objects ≥ 12.5 mm in diameter

Battery Safety



CAUTION – Battery Safety Information Hearing Aid Batteries are Dangerous if Swallowed

Keep hearing aids out of the reach of children or anyone who may accidentally swallow them. Never put hearing aids in your mouth for any reason. Do not store in pill containers where they may be mistaken for medication and swallowed. Do not attempt to remove batteries from your device, see your hearing care professional. Do not use any other rechargeable battery. Batteries of low quality may leak and cause bodily harm. Batteries with incorrect voltage may cause damage to your device. They may explode and cause serious injury. Do not expose your hearing aid to heat, such as an open flame, microwave, or oven. There is a risk that they will explode and cause serious injury.



Disposal of Instruments Waste from electronic equipment must be handled according to local regulations.



WARNING: Risk of Fire and Burns. Do not Open, Crush, Heat above 60°C/131°F or incinerate. Do not short circuit. If bulges severely, discontinue use.

Earpiece contains Lithium-ion button cell UL1642 certified / UN38.3 certified IEC 62133-2:2017 certified Rating: 3.8V, 20mAh, 0.076Wh

Charger contains Lithium-ion Polymer Battery Model601530 UN38.3 certified IEC 62133–2:2017 certified Rating: 3.7V, 20mAh, 0.925Wh



Register your Lucid Hearing device to get faster tech support, notifications, exclusive news, warranty info and more.



Scan QR Code to register your product or visit lucidhearing.com/warranty

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