



Bluetooth® Streaming Custom Wireless In-The-Ear Hearing Aids

User Manual

Android or iOS device compatible

Welcome

We're thrilled to help you enjoy more of everything you love again.

Please read these instructions first to tap into the full potential of your device.

Thank you for choosing Lucid Hearing®!

WARNING: People younger than 18 should go to a doctor before using this. People younger than 18 years old need specialized care, and using this without a medical evaluation may worsen impairment or disability. A hearing aid user who is younger than 18 should have a recent medical evaluation from a doctor, preferably an ear-nose-throat doctor (an ENT). Before using this, a doctor should determine that the use of a hearing aid is appropriate.

WARNING to Hearing Aid Dispensers:

You should advise a prospective hearing aid user to consult promptly with a doctor, preferably an ear specialist such as an ENT, before dispensing a hearing aid if you determine through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- Visible deformity of the ear, either congenital or traumatic
- Fluid, pus, or blood coming out of your ear in the past 6 months
- Painful or discomfort in the ear
- History of excessive ear wax, or suspicion that something is in the ear canal
- Dizziness, either recent or long-standing
- Sudden, quickly worsening, or fluctuation hearing loss within the previous 6 months
- Hearing loss or ringing (tinnitus) only in one ear or a noticeable difference in hearing between ears

- Audiometric air-bone gap equal to or greater than 15 dB at 500 Hz, 1000 Hz, and 2000Hz

Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels as there may be risk of impairing the remaining hearing of the hearing aid user. (This provision is required only for those hearing aids with a maximum sound pressure capability greater than 132 decibels (dB)).

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: 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.

Note: Hearing loss in people younger than 18

- People younger than 18 should see a doctor first, preferably an ear-

nose-throat doctor (an ENT), because they may have different needs than adults

- The doctor will identify and treat medical conditions as appropriate
- The doctor may refer the person to an audiologist for a separate test, a hearing aid evaluation
- The hearing aid evaluation will help the audiologist select and fit the appropriate hearing aid

A person who is younger than 18 years old with hearing loss should have a medical evaluation by a doctor, preferably an ENT, before buying a hearing aid. That purpose of a medical evaluation is to identify and treat medical conditions that may affect hearing but that a hearing aid won't treat on its own.

Following the medical evaluation and if appropriate, the doctor will provide a written statement that the hearing loss has been medically evaluated and the person is a candidate for a hearing aid. The doctor may refer the person to an audiologist for a hearing aid evaluation, which is different from a medical evaluation and is intended to identify the appropriate hearing aid.

The audiologist will conduct a hearing aid evaluation to assess the person's ability to hear with and without a hearing aid. This will enable the audiologist to select and fit a hearing aid for the person's individual needs. An audiologist can also provide evaluation and rehabilitation since, for people younger than 18, hearing loss may cause problems in language development and educational and social growth. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of hearing loss in people younger than 18.

CONTENTS

Included Accessories	2
Understanding Your Hearing Aids	3
Battery Insertion	4
Turning Your Hearing Aids On/Off.....	5
Inserting Your Hearing Aids	6-7
Download the Lucid Hearing App.....	8-9
App Start-Up and Pairing.....	10-11
Adjusting the Volume	12-13
Adjusting the Programs.....	14-15
Adjusting the Settings.....	16-17
Battery Status	18-19
Cleaning	20
Wax Stop	21
Technical Data	22-23
FCC Information.....	24-25
Battery Safety Information	26
About powered by Lucid® Hearing Aids	27
Important Hearing Aid Information	28
Getting Started	29
General Instrument Care	30-34
Troubleshooting	35
Compliance.....	36-37

Included Accessories

Your hearing instruments are shipped with a variety of accessories, a sampling pictured below, including the following:

- Hard Case
- Cleaning Tool
- #312 Batteries
- Wax Stop

Hard Case



#312
Batteries



Cleaning
Tool



Wax
Stop

If you have any questions about the use of these accessories please contact your hearing care professional or our Customer Service team at **1-800-492-4515**.

Understanding Your Hearing Aids



Printed in **BLUE**: Left Hearing Aid
Printed in **RED**: Right Hearing Aid

Battery Insertion

The ITE hearing aid is powered by a size 312 battery. We recommend using a zinc-air type battery for the best performance. To insert a zinc-air type battery, remove the adhesive label and wait thirty seconds for air to activate the battery. Wipe any moisture off the battery surface. Open the battery door and with the positive side up, insert battery into the battery door.

REMOVAL: Open the battery door and lift the battery out of the battery door.



When your battery is low and needs replaced you will hear the low battery voice prompt. The prompt will be repeated until the battery is changed. The low battery voice prompt will be repeated every 15 - 20 minutes.

Typical battery life: 5 days*

*Streaming may shorten battery life

How to Turn Your Hearing Aids On/Off



ON POSITION



OFF POSITION

After inserting the battery, close the door completely to turn the unit on. To turn the unit off, simply open the battery door partially. To help prolong battery life, open the battery door each time you remove your hearing aids.

Once the battery door is completely shut, you will hear the unit turn on. The In-The-Ear (ITE) models feature automatic volume control.

The easiest way to adjust your hearing aids is with the Lucid Hearing App (See page 8).

Inserting Your Hearing Aids

Inserting your hearing aids for the first time can be challenging. There can be feedback (whistling) if your hearing aids are not fully inserted, so we suggest you practice inserting them without the battery until you have perfected this process.

INSERTION



Hold the hearing aid with your thumb and forefinger with the serial number facing the front portion of your ear canal.



Gently insert the hearing aid into your ear canal, rotating it slightly to ensure proper placement. When positioned correctly the hearing aid is barely visible.

REMOVAL

To remove the aid, grasp the pull tab with your thumb and forefinger and gently pull the instrument from the ear canal.

Download the Lucid Hearing App



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

With the Lucid Hearing mobile App you can:

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

With LucidShape you can:

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



Use your phone camera to scan this code and download either the iPhone or Android app, depending on which device you have.

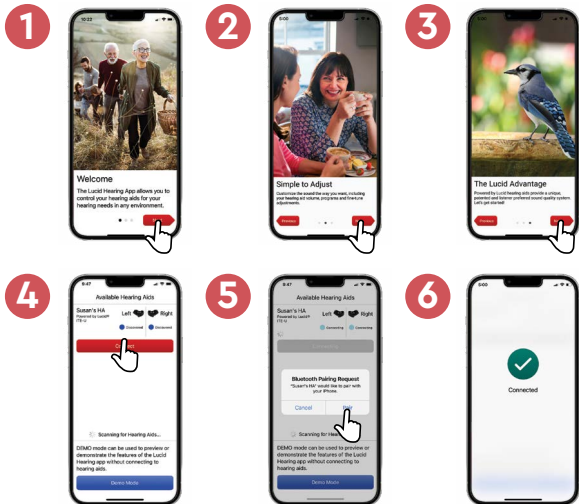


You can also search for "Lucid Hearing" in the App Store or on Google Play.

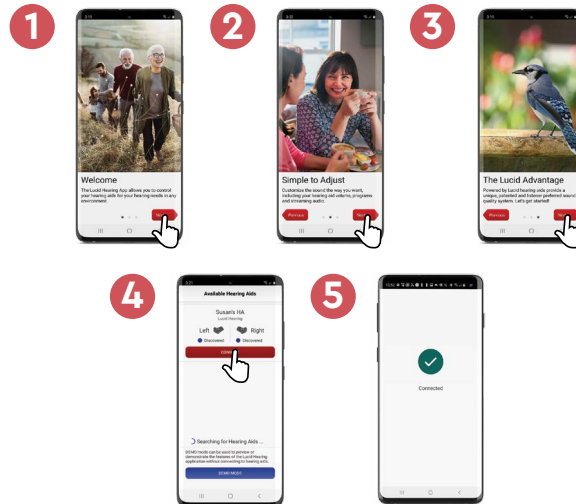
App Start-Up and Pairing

The first time you open the app you will be met with three introductory screens. Click "next" to continue to the next page.

Made for
iPhone | iPad



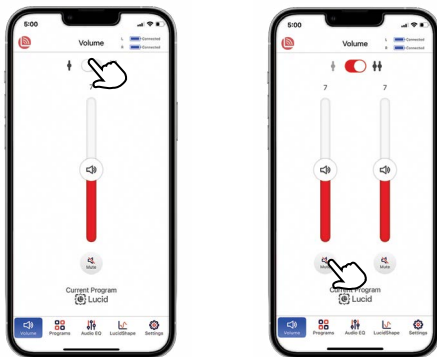
android 



Adjusting the Volume

Made for
iPhone | iPad

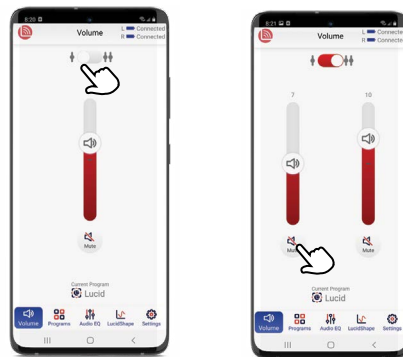
The volume control view lets you toggle between controlling both of your hearing aids at the same time or independently.



When controlling hearing aid volume independently you can also selectively mute one or the two hearing aids.

android 

The volume control view lets you toggle between controlling both of your hearing aids at the same time or independently.

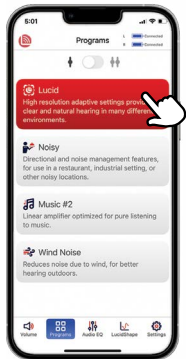


When controlling hearing aid volume independently you can also selectively mute one or the two hearing aids.

Adjusting the Programs

Made for
iPhone | iPad

Tap program name to change program.



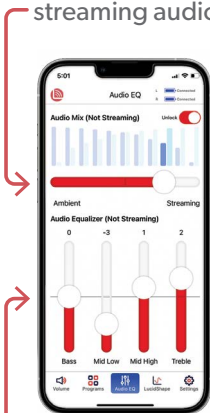
Toggle between one and both hearing aids.



Ensure the programs on both hearing aids match to re-enable the synchronized program control.

Audio Mixer for Streaming

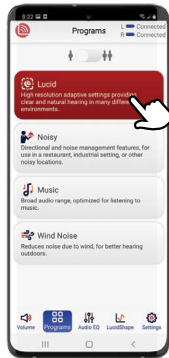
Control the mix of ambient sound and streaming audio.



Customize streaming audio sound with the audio EQ.

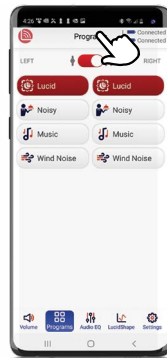
android

Tap program name to change program.



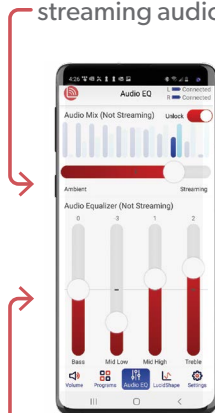
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Audio Mixer for Streaming

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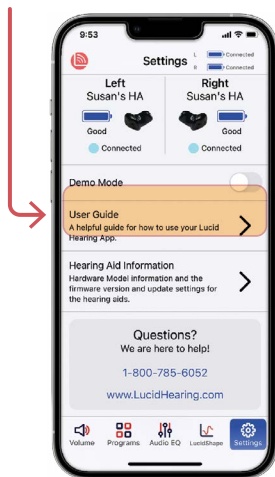


Customize streaming audio sound with the audio EQ.

Adjusting the Settings

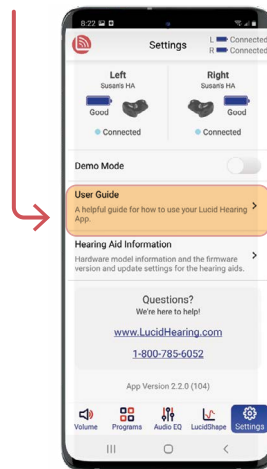
Made for
iPhone | iPad

The user guide will help you learn more about how to use the app.



android 

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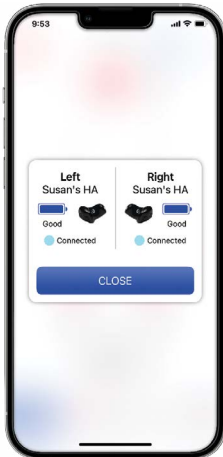
Battery Status

Made for
iPhone | iPad

You can view the status of your hearing aids from any of the main screens by tapping the status.

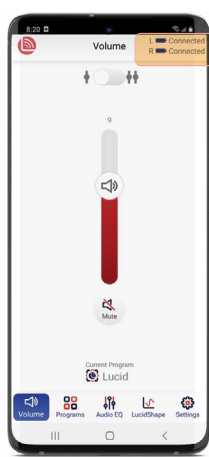


See the connection status and battery level for your hearing aids.

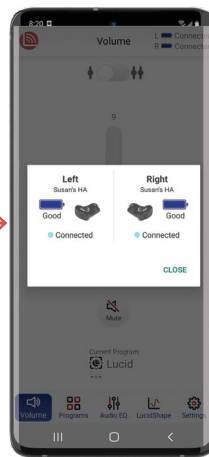


android 

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See the connection status and battery level for your hearing aids.



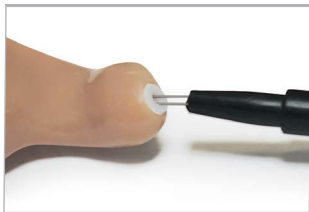
Cleaning

The most common cause of instrument failure is wax buildup, and it is the easiest to avoid. By wiping your hearing aids with a soft, dry cloth every day and carefully removing any traces of wax and debris, you will reduce wax buildup.

A brush is provided to further assist you in cleaning your instrument. It is important to keep your hearing aids as clean as possible to maintain maximum performance and durability.



Cleaning Tool



Wax Stop

The Wax Stop is inserted in the sound tip to prevent ear wax from damaging the hearing aid speaker. **We recommend you visit your hearing specialist to replace your Wax Stop. Improper replacement could result in the Wax Stop coming off the tube and being lodged in the ear canal.** If you would like to replace it yourself, below are the instructions for Wax Stop Removal and Insertion.



REMOVAL

Firmly press the removal tip into Wax Stop until it clicks into place. Pull Wax Stop from sound tip.



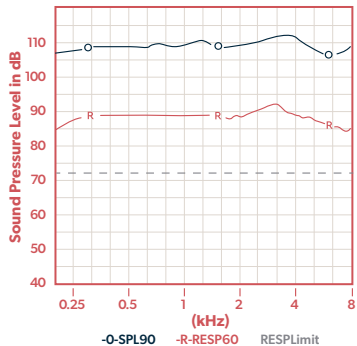
INSERTION

Insert new Wax Stop into sound tip, pull the tool straight out. The tool will release and the Wax Stop will remain in place. Press Wax Stop firmly into sound tip making certain that is fully inserted.



Wax Stops can be cleaned in hot water with a mild detergent, dried thoroughly and then reused.

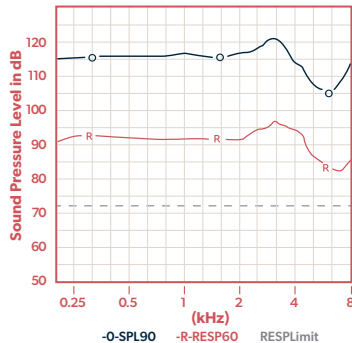
Technical Data



ANSI TEST - ITCWL STD

Linear	FOG@50 dB
OSPL90Max	114.32 dB
	@ 3200 Hz
	HFA 111.84 dB
SPA FOG @ 50	31.83 dB
RTG TARGET	33.68 dB
RTG Measured	32.19 dB
EQ Insp noise	28.23 dB
Resp Limit	72.15 dB
F1 < 200 Hz F2 > 8000 Hz	

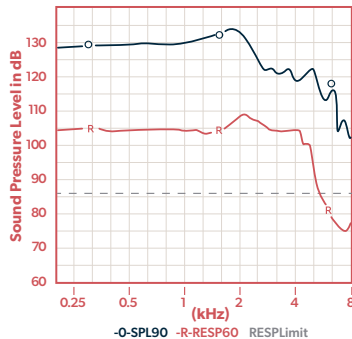
SPA 1250, 2000, 3150 Hz		
Freq	THDist	Src
650Hz	2.12%	70 dB
1000Hz	2.42%	70 dB
1600Hz	0.9%	65 dB



ANSI TEST - ITCWL PWR

Linear	FOG@50 dB
OSPL90Max	121.31 dB
	@ 3000 Hz
	HFA 118.27 dB
SPA FOG @ 50	33.07 dB
RTG TARGET	33.68 dB
RTG Measured	33.23 dB
EQ Insp noise	28.74 dB
Resp Limit	73.34 dB
F1 < 200 Hz F2 = 7947 Hz	

SPA 1250, 2000, 3150 Hz		
Freq	THDist	Src
650Hz	0.39%	70 dB
1000Hz	0.66%	70 dB
1600Hz	0.22%	65 dB



ANSI TEST - ITCWL SP

Linear	FOG@50 dB
OSPL90Max	132.59 dB
	@ 1700 Hz
	HFA 127.21 dB
SPA FOG @ 50	46.46 dB
RTG TARGET	47.68 dB
RTG Measured	46.35 dB
EQ Insp noise	29.25 dB
Resp Limit	86.23 dB
F1 < 200 Hz F2 = 5379 Hz	

SPA 1250, 2000, 3150 Hz		
Freq	THDist	Src
650Hz	1.5%	70 dB
1000Hz	0.36%	70 dB
1600Hz	0.29%	65 dB

FCC Information

Model: ITE-A *4042/*4012/*4032
ITE-U *5042/*5012/*5032

Model* first digit indicates # of channels
1=32/2=48/3=64/4=96/5=128/7=24/9=16

FCC ID: 2AC2W-SQCUSITC

FCC Regulator 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.

Changes or modifications not expressly approved by Sound Quest, LLC could void the user's authority to operate equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

Battery Safety Information

Hearing Aid Batteries Are Dangerous If Swallowed.

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

Visit <http://www.poison.org/prevent/battery.asp> to learn more important information about battery safety.

If a battery or hearing instrument is swallowed, see a doctor immediately and call the National Capital Poison Center, 202-625-3333.

About powered by Lucid® Hearing Aids

powered by Lucid hearing aids are highly sophisticated devices which have the capacity to make a real impact on the overall quality of life for those who have hearing loss.

Patented Lucid Smart Technology delivers natural sound quality that is superior to traditional “compression” hearing aid technology. powered by Lucid hearing aids help you hear the sounds that are most understandable and comfortable volume. Our Lucid technology constantly analyzes your environment making automatic adjustments to ensure you hear what you want to hear while minimizing noise and sounds you don’t want to hear. This allows you to move from one sound environment to another, like a one-on-one conversation and then a noisy group, without having to make adjustments to your hearing aid settings.

While our hearing aids won’t restore your hearing to normal, you will experience a very positive difference. These differences vary between individuals and depend on a number of factors including your level of hearing loss and the type of hearing aid you choose. Our Lucid Certified Hearing Specialists are committed to fitting you with the best device for your level of loss and unique lifestyle.

Important Hearing Aid Information

The device (custom programmed for individual hearing loss) must only be used by the intended person. The hearing devices should not be used by any other person as they could damage the individual's hearing.

The instruments are not intended for infants, small children or mentally disabled persons.

Getting Started

Helpful Hints:

- Start in quiet places with simple communication and then progress as you feel comfortable.
- A positive mindset is critical as your neuro system adjusts to your new hearing aid device. It takes time to adapt.
- Communicate any issues with your hearing care professional; they can make adjustments as necessary.
- Hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
- In most cases infrequent use of a hearing aid does not permit a user to attain full benefit from it.
- The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lip-reading.

General Instrument Care

Your instruments are delicate, precision electronic devices and require special care and handling that should be provided to such devices. Please read and follow the listed precautions to ensure quality performance and long instrument life.

- **Remove** batteries when hearing instruments will not be in use for prolonged periods of time
- **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 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.

- **To avoid possible electromagnetic radiation**, the devices should be removed in any high frequency, heat treatment or operation, radiotherapy and strong magnetic field environments
- **Please avoid use in a potentially explosive or oxygen-enriched environment.**
- Only qualified accessories should be used with this device.
- Take off the hearing aid at night, which should be placed in stay dry jar (hearing aid specialist can supply), avoid light, high temperature, high humidity environment, or falling touch.
- **Please keep the surface of the hearing aid clean**, clean wax buildup in the wax stop.
- **Please use the Dual Function Rocker Switch correctly**, avoid excessive force as much as possible.

Special Note: Your hearing instruments are built with the finest quality materials. However, in rare instances an individual may experience sensitivity to the materials used. Please consult with your physician if you exhibit any signs of

skin irritation, allergic reaction, or accelerated accumulation of cerumen (wax).

Should you experience a sensitivity problem, please see your hearing care provider to inquire about special hypoallergenic coatings available to assist with these situations.

If your instrument is equipped with wireless capabilities, check first before using the hearing instrument in areas where electronics or wireless devices are restricted such as on an airplane.

Note: Your Hearing Care Professional can perform a thorough professional cleaning and maintenance. It is recommended that you contact your hearing care professional at least annually for a new hearing test and a clean and check of your device.

The average hearing aid lifespan will vary significantly due to the amount of care provided and the use conditions. On average the life expectancy is approximately 4 years. The lifespan of consumable supply items will also vary significantly (i.e. wax stops) Ask your Hearing Care

Professional for recommendations on supplies and maintenance intervals and for support.

IMPORTANT NOTICE

Prospective Hearing Aid Users: Good health practice requires a person with a hearing loss to have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in the disease of the ear are often referred to as otologists, otolaryngologists, or otorhinolaryngologists. The purpose of a medical evaluation is to assure all medically treatable conditions that may affect the hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement stating your hearing loss has been medically evaluated and you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing aid dispenser, as appropriate, for a hearing aid evaluation.

Troubleshooting

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of prescription hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of the waiver is not in your best interest and its use is strongly discouraged.

ISSUE	POSSIBLE CAUSE	SOLUTIONS
Feedback, Whistling, Chirping or Whirling	Ear Wax accumulation in ear canal and/or sound port	Clean sound port and/or have ears checked and cleaned by a physician
	Aid improperly inserted	Insert aid properly
"Dead" or No Sound	Microphone opening and/or sound port clogged with wax, moisture or debris	Clean microphone
	Dead battery	Replace battery
	Aid improperly inserted	Insert aid properly
Intermittent Beeping	Weak Battery	Replace battery
Fades or Intermittent Sound	Moisture clogged microphone opening	Purchase and use a hearing aid drying kit and/or tube blower to remove moisture

If you experience problems with your hearing instrument please contact your hearing care professional or our Customer Service team at **1-800-492-4515**.

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

Compliance

DISPOSAL OF INSTRUMENTS



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

ENVIRONMENTAL CONDITIONS

During transport or storage, the temperatures should not exceed the limit value of -25° to 63°C , (-13° to 145°F) 0 to 90%, 700 hPa to 1060 hPa. Battery should be removed from the device while transporting or storing.

Operating Condition: your hearing instruments are designed to operate beyond the range of temperature comfortable to you, from 0° to 50°C (32° to 122°F)



Manufactured by:
Sound Quest, LLC
806 Beaver Street
Bristol, Pa 19007

Distributed by:
Lucid Hearing Holding Company, LLC
PO BOX 535596
Grand Prairie, TX 75053

Transport & Storage



0 to 90%
700 hPa to 1060 hPa

Operational Conditions



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

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



Type B
applied part



Read
Instructions



lucidhearing.com

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