



USE AND CARE

USER GUIDE PART 2

CONGRATULATIONS!

Welcome to the future of hearing wellness.

Follow the essential steps below to get started:

- Before use, charge your Charger and Hearing Devices for 4 hours using the provided USB-C Cord and Adaptor.
- **Call 1-800-61-EARGO** to schedule your Welcome Call, a critical step in unlocking the full potential of your Eargos.

Grab your smart phone to:

- Scan the QR code. It's on the Charger wrap and the front of this guide. It registers your Devices and is required for you to connect your system to our mobile app.

- Download the Eargo app from the Apple App Store or Google Play.



Not a smart phone user? No problem! You can also register your Devices at eargo.com/register or during your Welcome Call.

For more information and “how-to” videos like how to download the app, we recommend you visit eargo.com/showme.

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GET TO KNOW YOUR EARGO



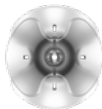
WHAT'S INCLUDED



**2 Eargo
Devices***



**2 Medium
Closed Petals**



**2 Large
Closed Petals**



**2 Microphone
(Mic) Caps**



**2 Medium
Open Petals**



**2 Large
Open Petals**



Charger



**USB-C
Power Cord**



**Cleaning
Tool**



**User
Guides**

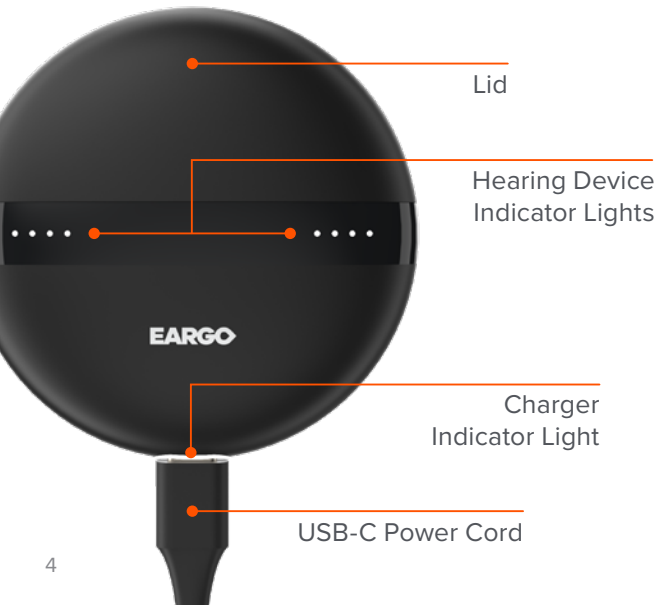


**USB
Power Adaptor**



**Cleaning
Cloth**

GET TO KNOW YOUR CHARGER



Sensor

Used in programming and
detecting your Devices

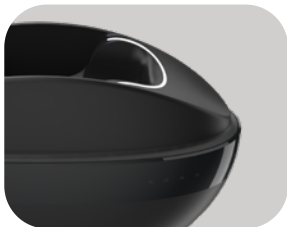


Hearing Device
Cradles

Cradle Indicator
Lights

A fully charged Charger lasts about 2 days.

DEVICE AND CHARGER INDICATORS



The Cradle Indicator Lights stay solid white to guide correct Eargo placement.



When your Eargo Devices are correctly placed and actively charging, the Hearing Device and Cradle Indicator Lights slowly pulse white.

**Full Charge:**

Four solid white Hearing Device Indicator Lights and pulsing Cradle Lights.

**Low Charge:**

Two rapid white double-flashes indicate less than 25% charge.

**Red Lights:**

Device is not charging. Remove the Device then replace it in the Charger.

CHARGER INDICATOR

The Charger Indicator Light shows the charge status of the Charger. The light slowly pulses white when plugged in and actively charging.





Full Charge:

Solid white when plugged in.



Adequate Charge:

Solid white when unplugged (> 25% charge).



Low Charge:

Rapid white double flash. Plug in now (< 25% charge).

REMOVE FROM CHARGER

Lift by Removal Thread Grip. Charger and Devices may feel warm from inductive charging. Devices automatically turn on after about 15 seconds and last up to 16 hours when fully charged.

CHARGE YOUR EARGO DEVICES

Ensure Device Removal Thread is pointing up. Position over the Charger, Petal pointing in. Release the Device. Feel a slight magnetic pull as it settles into place. Ensure Device Removal Threads are centered inside before placing Lid. Choose somewhere other than the bathroom to charge, as long-term exposure to moisture can harm your Charger or Hearing Devices. It takes about 4 hours to charge a depleted Charger or Hearing Devices, and about 6 hours to charge all 3.

Removal Thread Grip



INSERT INTO EAR



Hold with the L or R facing you. **Grasp the Device Removal Thread between your index finger and thumb.**

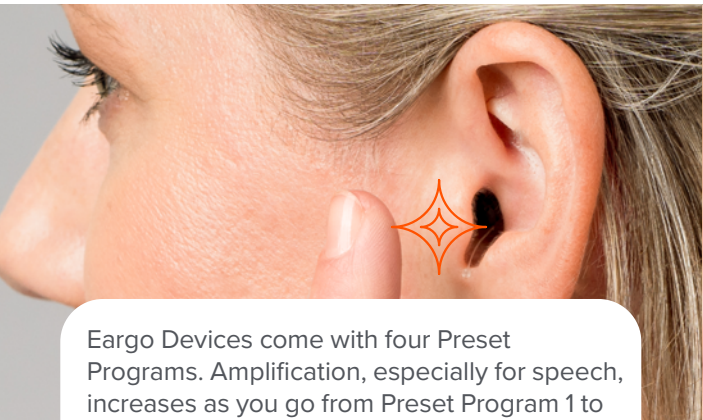


Gently press into place. The black Mic Cap should rest at your ear canal opening. If the Device rests deeper into your ear canal, grasp the Removal Thread Grip and pull it out a bit. If the Device feels loose in your ear, see page 18 to learn about different Petal sizes.



For most ears, the Removal Thread Grip rests here (see above). If the Removal Thread Grip rests more deeply in your ear, grasp it and pull the Device out a bit.

ADJUST THE PROGRAM

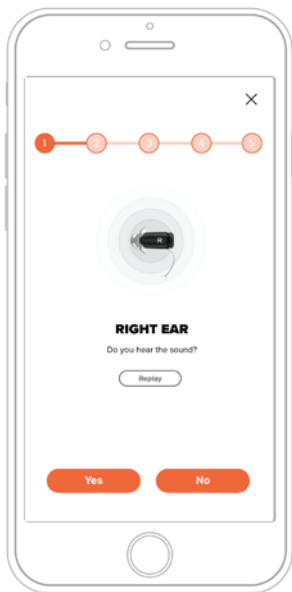


Eargo Devices come with four Preset Programs. Amplification, especially for speech, increases as you go from Preset Program 1 to Preset Program 4. To move from one program to the next, use your finger to rapidly double-tap where indicated, or use the Eargo app.

REMOVE FROM EAR



Grasp the Removal Thread Grip. Gently pull up and out to remove. Before replacing Devices in the Charger, wipe them gently with the Cleaning Cloth.



COMPLETE SOUND MATCH

Use Sound Match to self-fit Eargo Devices to your hearing and listening preferences.

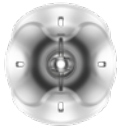
Download the Eargo app, connect your Charger and choose up to 3 listening environments that are most important to you. Complete Sound Match then personalize your Devices for each ear.

Sound Match appears automatically during first-time app use then can be accessed anytime from the app Menu.

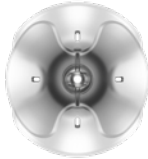
FIND THE PERFECT FIT

Your Eargo Devices ship with Medium Closed Petals. We have included other size options for you to ensure your ears are comfortable.

CLOSED PETALS



Medium



Large

Closed Petals maximize amplification across the sound range. If you feel the fit is loose or the Device goes too deeply into your ear, try the Large Petal. See page 26 to learn how to change the Petal.

We have also included some other style options to meet individual sound quality and hearing preferences.

OPEN PETALS



Medium



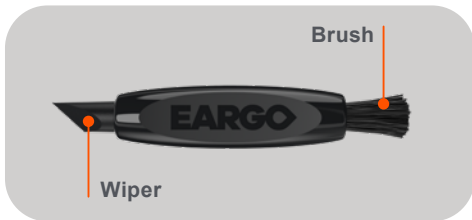
Large

It's normal for your own voice to sound different to you during the first few weeks of wear. If your own voice is still noticeable to you after a week or two, try the Open Petal. See page 26 to learn how to change the Petal.

Visit eargo.com/guides or ask your Eargo Personal Hearing Professional for more information on Petal styles.

DAILY CARE

It's important to keep your Eargo Devices clean because wax, oil or debris can affect their sound quality and performance. We've made it pretty easy to do.



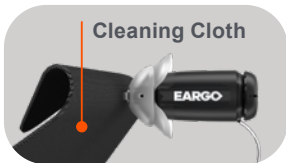
The Cleaning Tool has a Wiper and a Brush. Use the Brush to clean the Hearing Devices – the Wiper is for the Charger only.



Brush around the Mic Cap to remove wax and debris.



Brush the Petal to remove wax and debris from the tip and holes.



Wipe Devices with the cleaning cloth.

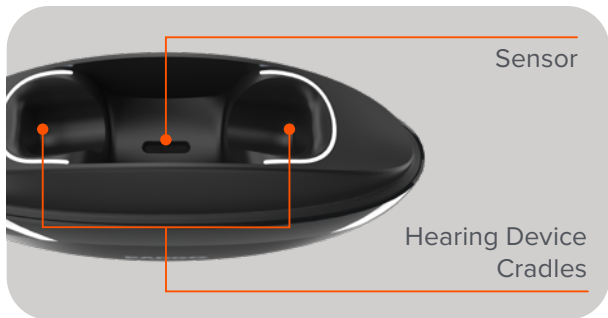
ADDITIONAL CARE

Change Mic Caps and Petals about every month, or when sound quality is decreased.

Inspect Petals regularly and replace them if any wear and tear is visible.

If not replacing, Mic Caps and Petals may be soaked in warm soapy water for 3-5 minutes to clean them. Rinse and dry thoroughly. Brush and wipe the Sound Inlet and Sound Outlet on the bare Eargo Device, then securely reattach the Mic Cap and Petal.

For more details on caring for your Eargo Devices, please visit our online video library at eargo.com/guides. Need help, accessories or want to learn more? Visit us at eargo.com.



Use the Cleaning Tool Wiper to remove wax and debris from the Sensor and Hearing Device Cradles.

Finish removing wax and debris from the Sensor with the Cleaning Tool Brush.

Wipe the Hearing Device Cradles with the Cleaning Cloth.

REMOVE THE PETALS



Hold the Device firmly around its middle.
With your other hand, grasp both layers of
the Petal and peel it away.

REMOVE THE MIC CAPS



Hold the Device firmly around its middle.
With your other hand, use your fingernail to
peel the Mic Cap away.

REPLACE THE PETALS

Replacement Petal packaging is designed to help change them. Locate the tray and place it label side up.





Sound
Outlet

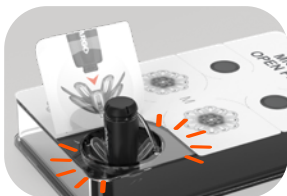
Wipe the Sound Outlet
with the Cleaning Cloth.



Select a new Petal. Peel
the tab up.

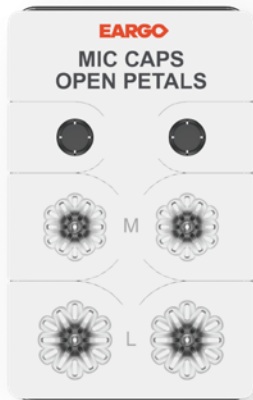


Align the Sound Outlet
with the center of the
new Petal.



Press into place until
you feel a click.

REPLACE THE MIC CAPS



Replacement Mic Caps are packaged with the extra Open Petals. From time-to-time you need to replace the Mic Caps to ensure the best sound quality. Locate the tray and place it label side up.



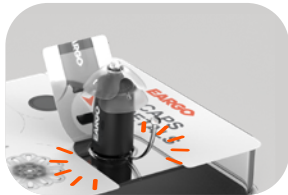
Wipe the Sound Inlet
with the Cleaning Cloth.



Select a new Mic Cap.
Peel the tab up.



Align the Sound Inlet
with the center of the
new Mic Cap.



Press into place until
you feel a click.

1 (800) 61-EARGO
eargo.com

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