

FOCUS  
FOCUS+T

with KlikFIT® Technology



tweak

A sound amplifier for people who are not ready for a hearing aid.\*

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## Instruction Manual

TweakHearing.com



Congratulations on your purchase of Tweak®, a personal sound amplification product (PSAP) using innovative, patented technology. This unique device allows you to select and set the sound 'profile' that you like best, from a range of acoustic alternatives.

Tweak can help you hear better in group settings, restaurants, theaters, meetings, and other situations where you have difficulty hearing.

Please read this manual for complete set-up and operating instructions before using your new sound amplifier.

FEATURE	BENEFIT
Slim profile case, with thin tube coupling to the ear	Comfortable fit, barely visible, and no barrel effect
Sophisticated, innovative, patented technology	More freedom than ever before, allowing you to choose your listening preference
Cutting-edge automatic feedback control	Minimizes 'whistling' while allowing the ear canal to remain open
Fast-acting sound-activated compression	Improves audibility of soft sounds and softens sudden loud sounds
Digital volume control	For subtle volume changes within your amplification profile
Preset 12 band graphic equalizer	Finely adjusted tuning curves, providing smooth, natural sound, with amplification only where you need it
Low battery tone indicator	Early warning system so you have time to change the battery before it quits
Uses #312 battery	Powerful, yet small and economical Average battery life: 5 to 7 days
Quiet mode	"All-around sound," for quiet environments
Directional mode	Focused hearing reduces background noise and clatter in noisy environments.
Telecoil mode	(Focus+T model only) For better hearing on the phone and in looped environments
Dual microphones	Two microphones work together to provide true directionality
<b>FOCUS</b> Push-button access to <u>two</u> listening modes: Quiet and Noise	Allows you to quickly and easily customize your listening preferences depending on your situation
<b>FOCUS+T</b> Push-button access to <u>three</u> listening modes: Quiet, Noise, and Telecoil	



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## General Description

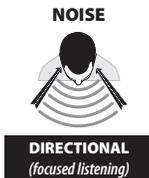
Tweak comes in two models: **Tweak Focus** and **Tweak Focus+T**.

Tweak **Focus** has two listening modes: **omni-directional** (for quiet environments) and **directional** (for noisy environments). The noise mode suppresses background noise, allowing you to focus on sounds coming from a particular direction.

Tweak **Focus+T** has everything the Focus model has, plus a telecoil for use with telephone or loop systems. It has three modes: **omni-directional**, **directional**, and **telecoil**.

The rocker switch is used during initial set up to try out and then lock in your desired amplification setting that becomes your amplification 'profile', and it stays with you as you switch between Quiet, Noise and Telecoil modes. You can still fine tune it using the rocker switch volume control.

The program button is used to switch between listening modes for Quiet, Noise, and Telecoil.



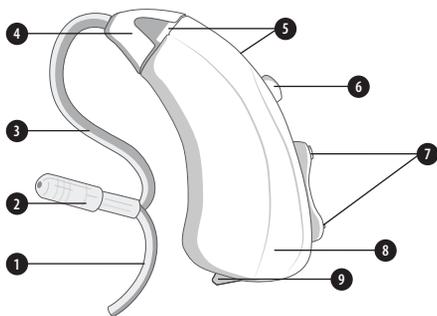
		<b>FOCUS</b>	<b>FOCUS+T</b>
<b>QUIET</b>	BEEP	■	■
<b>NOISE</b>	NOISE BURST (Shhhh)	■	■
<b>T-COIL</b>	DIAL TONE		■

During set-up you'll learn how to position the Tweak on your ear and how to pick your favorite amplification setting. Your Tweak package includes:

- 2 Small Tubes (Right and Left) with Sleeve Tips pre-installed
- 1 Large Vented Dome Tip
- 1 Large Closed Dome Tip

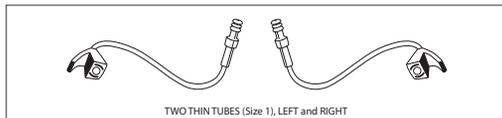
*The thin tube delivers amplified sound from Tweak into your ear. It is important for the sound tube and tip to fit properly in your ear. If you need a different size tip or tube, call 1-888-815-3240 or visit [TweakHearing.com](http://TweakHearing.com) to purchase the appropriate size.*

## Components



- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>1 RETAINING LOCK</li> <li>2 TIP (sleeve or dome)<br/><i>See illustrations below.</i></li> <li>3 THIN TUBE (for sound)</li> <li>4 TUBE CONNECTOR HEAD</li> <li>5 MICROPHONES</li> <li>6 PROGRAM BUTTON</li> </ul> | <ul style="list-style-type: none"> <li>7 ROCKER SWITCH /<br/>VOLUME CONTROL</li> <li>8 AMPLIFIER CASE</li> <li>9 BATTERY COMPARTMENT<br/>DOOR <i>Tweak is turned off<br/>by opening the battery<br/>compartment door part way.</i></li> </ul> |
|---|---|

### Included COMPONENTS



## Battery Information

Tweak uses a commonly available 312 zinc air battery. With normal full-time use, the battery will last approximately five to seven days.

When the battery is depleted, remove and replace it immediately. When not in use, be sure to turn off your Tweak by opening the battery door part way.

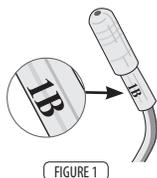
### Low Battery Warning

For your convenience, Tweak warns you when the battery is almost depleted. You will hear three sets of double beeps every 10 minutes, which indicates it's time to change the battery. Once the voltage drops below 0.95V, Tweak emits six sets of double beeps, then shuts down.

**! IMPORTANT—**  
*Always discard used batteries. Small batteries can be harmful if swallowed. Keep batteries out of reach of pets and small children. In case of ingestion, seek medical attention immediately and call (collect, if necessary) the **National Battery Ingestion Hotline at 202-625-3333**. For more info visit [www.poison.org/battery](http://www.poison.org/battery)*

## Preparing for Use

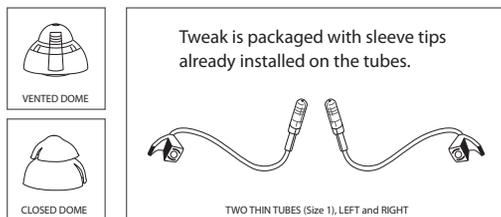
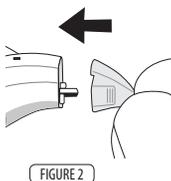
Your Tweak package includes two thin tubes, left and right, with sleeve tips already installed. Text code near the tip represents the length of tube (1=small) and which ear. B=Blue=Left. R=Red=Right.



If you want more bass sound, remove the sleeve tip and attach one of the dome tips instead. The tips simply pull straight off. If you change the tip, be sure it is securely fastened to the sound tube before inserting it in your ear.

### Connecting the Tube to the Case

Choose left or right tube. Align the tube connector end with the end of the case, then **push the tube straight onto the sound post until it snaps into place.**



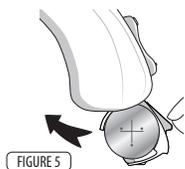
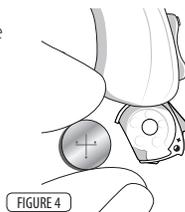
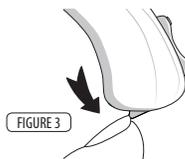
## Inserting a Battery

- 1 Lift the notch at the edge of the battery compartment and swing open the door of the battery compartment.
- 2 Remove the brown-colored tab on a new battery (size 312). Insert the battery **with the positive "+" side facing up.**

Notice the "+" on the edge of the battery door to assist you in finding the proper orientation.

- 3 Gently close the battery door. It should close easily; do not force the door closed.

If resistance is experienced while closing the battery door, make sure the battery is inserted properly. When the battery door is completely closed, your Tweak is ready for operation.



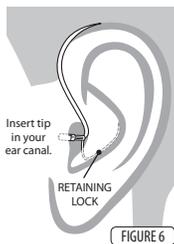
**i** **ON**—When the battery door is completely closed, your Tweak is on.  
**OFF**—To turn off your Tweak, open the battery door part way.

## Wearing Your Tweak

Place the Tweak over your ear. Grab the loose end of the tubing and gently insert the tip into the ear canal. Position the retaining lock in the bowl of the ear.

When properly inserted, the tubing will lay close to the head around the front of the ear and into the canal. You can check this by moving your finger down the tubing, into the ear. Using a mirror at first may be helpful to properly position Tweak.

**If the loose end doesn't stay in your ear, you may need a different length thin tube. Additional sizes are available at [TweakHearing.com](https://www.tweakhearing.com) or by calling 1-888-815-3240.**



## Tweak FOCUS Set-up

**Tweak Focus** (For Focus+T model, see page 15)

### Selecting Your Amplification Setting

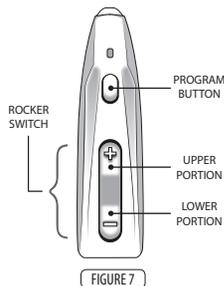
With a fresh battery in your Tweak and while wearing the Tweak, you are ready to choose an amplification setting.

Start out in a relatively quiet environment. The first time you turn Tweak on, it will be at the lowest amplification setting. How does it sound?

To try the next level of amplification, **press and release** the upper portion of the rocker switch. You will hear two beeps, indicating you are now in Amplification Setting 2. How does it sound?

Press and release the upper portion of the rocker switch again and you'll hear 3 beeps. This is the loudest option. You can use the rocker switch to go back through the settings. The beeps will tell you where you are.

Once you've decided which setting you like best, lock it in by **pressing and HOLDING** the rocker switch for **six seconds, until you hear one long beep.**



**Congratulations! From now on, Tweak remembers your preferred amplification setting.** Every time you turn on your Tweak it will start out at the amplification profile you just locked in.

From this point forward, you have two listening modes. Every time you turn on your Tweak it will start in the Quiet mode. Use the program button to switch between Quiet and Noise modes.

### To change modes:

**Press and hold** the program button for **one second**. Once you release

the button, you will hear a special sound that indicates which mode or “program” you have just entered. Quiet program—you will hear a beep. Noise program—you will hear a “shhhh” sound.

QUIET	BEEP
NOISE	NOISE BURST (Shhhh)

FOCUS model

### Fine-tuning Your Tweak with the Volume Control

*In both listening modes you can still make minor adjustments to the volume by simply tapping the rocker switch.*

**To increase volume:** tap the **upper** portion of the rocker switch.

**To decrease volume:** tap the **lower** portion of the rocker switch.

#### **i** NOTE:

*If you decide later that you want to reset your Tweak to a different amplification profile, see page 25.*

## Tweak FOCUS+T Set-up

### Tweak Focus+T *(For Focus model, see page 13)*

#### Selecting Your Amplification Setting

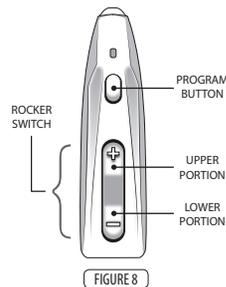
With a fresh battery in your Tweak and while wearing the Tweak, you are ready to choose an amplification setting.

Start out in a relatively quiet environment. The first time you turn Tweak on, it will be at the lowest amplification setting. How does it sound?

To try the next level of amplification, **press and release** the upper portion of the rocker switch. You will hear two beeps, indicating you are now in Amplification Setting 2. How does it sound?

Press and release the upper portion of the rocker switch again and you'll hear 3 beeps. This is the loudest option. You can use the rocker switch to go back through the settings. The beeps will tell you where you are.

Once you've decided which setting you like best, lock it in by **pressing and HOLDING** the rocker switch for **six seconds, until you hear one long beep**.



**Congratulations! From now on, Tweak remembers your preferred amplification setting.** Every time you turn on your Tweak it will start out at the amplification profile you just locked in.

From this point forward, you have three listening modes. Every time you turn on your Tweak it will start in the Quiet mode. Use the program button to switch between Quiet, Noise, and Telecoil modes.

#### To change modes:

**Press and hold** the program button for **one second**. Once you release the button, you will hear a special sound that indicates which mode or “program” you have just entered. Quiet program—you will hear a beep. Noise program—you will hear a “shhhh” sound. Telecoil program—you will hear a dial tone.

QUIET	BEEP
NOISE	NOISE BURST (Shhhh)
T-COIL	DIAL TONE

FOCUS+T model

#### Fine-tuning Your Tweak with the Volume Control

*In all three listening modes you can still make minor adjustments to the volume by simply tapping the rocker switch.*

**To increase volume:** tap the **upper** portion of the rocker switch.

**To decrease volume:** tap the **lower** portion of the rocker switch.

#### **i** NOTE:

*If you decide later that you want to reset your Tweak to a different amplification profile, see page 25.*

## Daily Use (Focus *and* Focus+T)

**ON** When the battery door is completely closed, your Tweak is on.

**OFF** Open the battery door part way to turn off your Tweak.

**Tweak Focus:** You have two listening modes available—Quiet and Noise. To switch between Quiet and Noise programs, **press and hold** the program button for **ONE** (1) second. Once you release it you will hear a confirmation tone: a single beep for Quiet, “Shhh” for Noise. *In either program, you can still adjust the volume by quickly tapping the rocker switch.*

**Tweak Focus+T:** You have three listening modes available—Quiet, Noise, and Telecoil. To switch between Quiet, Noise, and Telecoil programs, **press and hold** the program button for **ONE** (1) second. Once you release it you will hear a confirmation tone: a single beep for Quiet, “Shhh” for Noise, dial tone for Telecoil. *In all three programs, you can still adjust the volume by quickly tapping the rocker switch.*



#### **IMPORTANT:**

*To extend the battery life, turn off your Tweak by opening the battery door whenever the device is not in use.*

Be sure to keep your Tweak dry at all times. See page 21 for additional tips on caring for your Tweak.

## Caring for Your Tweak

The following instructions will assist in extending the life of your Tweak amplifier.

### Cleaning the Exterior

You should inspect and clean your Tweak every day. To clean, gently wipe the surface with a soft, dry cloth or a moist non-alcohol disinfecting wipe. Do not allow water or liquid to enter any openings.

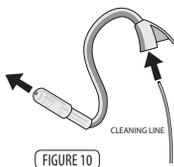
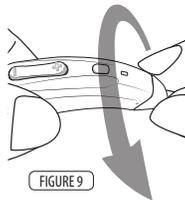
The most common causes of amplifier problems are moisture and wax. The daily use of a Dry & Store® appliance is recommended to reduce moisture and wax buildup. Dry & Store products may be purchased at [www.dryandstore.com](http://www.dryandstore.com).

### Cleaning the Tip and Tube

Remove the tube from the case by **twisting the tube connector at least 45° then pulling it off**.

Wipe the exterior of the tube and tip. Use the cleaning line provided to clean the tube and tip, by pushing the cleaning line through the tube.

(Insert the cleaning line at the connector end where the tube attaches to the amplifier case and push out through the tip.)



Re-attach the tube by aligning the tube connector end with the end of the amplifier case, then **push the connector straight onto the sound post until it snaps into place**. There is no need to rotate the tube when re-attaching.

**Do not rinse or submerge these parts in water.** There is a risk of damage if a water drop becomes trapped in the tube. If this should occur, it will prevent sound from coming through the tube and may be harmful to Tweak's electronics.



#### **IMPORTANT:**

*Do not use cleaning line while tube is attached to device.  
Tube must be detached from the instrument before cleaning.*

### Changing the Tube and Tip

The tube and tip should be changed periodically, typically 2 or 3 times per year. When the tube or tip become soft, discolored, kinked, or damaged, obtain replacements by calling 1-888-815-3240 or visiting [TweakHearing.com](http://TweakHearing.com)

**When you change the tip, make sure it is securely fastened to the sound tube before inserting it in your ear.**

### **Extended Storage**

If it is necessary to store your Tweak amplifiers for an extended amount of time, follow these steps:

Remove the batteries. Clean your Tweak according to instructions in this manual. A full cycle in a drying appliance\* by Dry & Store® is recommended prior to extended storage. Place Tweak in an airtight container with a desiccant such as a Dry-Brik® or DryCaddy® disc. Then store in a cool, dry place.

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\* Drying appliances by Dry & Store include the Global II, Zephyr, DryDome,® or DryCaddy.®

### **DO**

**Do** Place your Tweak amplifiers in a dryer by Dry & Store every night to remove moisture and prevent corrosion.

**Do** Always carry spare batteries.

**Do** Safely store Tweak when not in use. Keep out of reach of small children and pets. In particular, dogs may be irritated by the feedback (“whistling”) sound and attracted by the owner’s scent. This often results in a chewed and/or ingested device. (A drying appliance by Dry & Store is recommended for storage whenever Tweak is not being worn.)

### **DON'T**

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**Don't** Leave Tweak on the radiator, near a stove, in a sunny window, in a car or in any other hot place. Excessive heat or cold can damage the instrument.

**Don't** Wear Tweak when using a hair dryer or when at the beauty salon, spa or barber.

**Don't** Apply hair spray when wearing your Tweak. It can damage the microphone or other components.

**Don't** Wear Tweak while taking a bath, shower, spa treatment or while swimming.

**Don't** Store Tweak in the bathroom during a shower or near a steam room, as moisture created by the steam may cause damage.

## Troubleshooting Tips

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### No Sound or Not Loud Enough

Ensure that the battery door is closed.

Replace the battery.

Make sure the tip is not clogged.

Make sure the amplifier case and tubing are clean and dry.

Make sure that the amplifier case is positioned properly behind the ear, and that the tip is positioned properly in the ear canal.

Make sure the volume is turned up, by tapping the upper portion of the rocker switch.

Remove the sleeve tip and attach one of the dome tips. Try the vented dome first, and if still not enough sound, try the closed dome. Be sure to secure the tip. See page 19.

Excessive ear wax can prevent sound from entering the ear. Contact your physician.

Changes in your hearing can affect how you hear with Tweak. Contact a hearing healthcare professional if you suspect any change in your hearing condition.

Your Tweak may need to be reset for more volume. See page 25 for instructions

### Whistling (“Feedback”)

Your Tweak has a best-in-class feedback management system. However, when your hand is near the device, you may hear a whistling noise, which is called “feedback.” This may be caused by amplified sound bouncing off your hand back into the instrument. The noise usually quits when you take your hand away.

If the whistling doesn’t stop once you’ve moved your hand away, ensure that the amplifier case is positioned properly behind the ear, and that the tip is positioned properly in the ear canal.

Try adjusting the volume. Tap the lower portion of the rocker switch to decrease volume.

If already using amplification setting 3 consider using one of the domes instead of the sleeve tip.

Your Tweak may need to be reset. See page 25 for instructions. (For example: If you’re currently on Amplification Setting 3, consider Amplification Setting 2.)

If the above fails to reduce feedback, call Tweak Support at 1-888-815-3240.

**Sound is Distorted, Unclear, Intermittent or has Static Noise**

Replace the battery.

Make sure the tube and tip are not clogged. (Refer to page 18-20 for cleaning instructions.)

Make sure the amplifier is clean and dry. We recommend nightly use of a drying appliance by Dry & Store to remove moisture and prevent corrosion.

If you are near an electromagnetic field (e.g. near a computer screen or fluorescent lights), step away to see if the static clears.

Your Tweak may have a poor battery contact or may not be set up properly. Call Tweak Support at 1-888-815-3240.

## How to Reset

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After wearing Tweak for a while, you may decide you want to try a different Amplification Profile than the one you initially selected. However, if you simply want more bass sound, remove the sleeve tip and attach one of the dome tips instead. This may resolve the issue and resetting is no longer necessary.

Tweak may be reset by following these simple steps:

- 1 With a battery inserted, open the battery door.
- 2 **Press and hold** the rocker switch.
- 3 **While still pressing and holding the rocker switch, close the battery door.**
- 4 **Wait at least 14 seconds**, then release the rocker switch.
- 5 Open the battery door.
- 6 When you close the battery door again, Tweak is reset.

You may now proceed to select a new Amplification Profile. See page 13 for Focus model or page 15 for Focus+T model.

## Warranty

See warranty card for more information.

### Owner information

Each Tweak has a serial number (S/N) located on the underside of the amplifier case. Please record this serial number in the owner information section below.

	LEFT	RIGHT
Focus / Focus+T (circle one)		
Serial Number		
Color		
Amplification Setting Selected		

Owner Name: \_\_\_\_\_

Tweak Purchase Date: \_\_\_\_\_

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FOCUS  
FOCUS+T



tweak<sup>®</sup>

A sound amplifier for people who are not ready for a hearing aid.\*

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TweakHearing.com  
1-888-815-3240

A PSAP is a wearable electronic product that is not intended to compensate for impaired hearing, but rather is intended for non-hearing impaired consumers to amplify sounds in the environment for a number of reasons, such as for recreational activities. PSAPs are not intended to diagnose, treat, cure or mitigate disease.

If you think you have an undiagnosed hearing loss or have a history of excessive wax build-up, consult a hearing healthcare professional prior to using this product.

worldwide patents: [www.eartech.com/patents](http://www.eartech.com/patents)

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