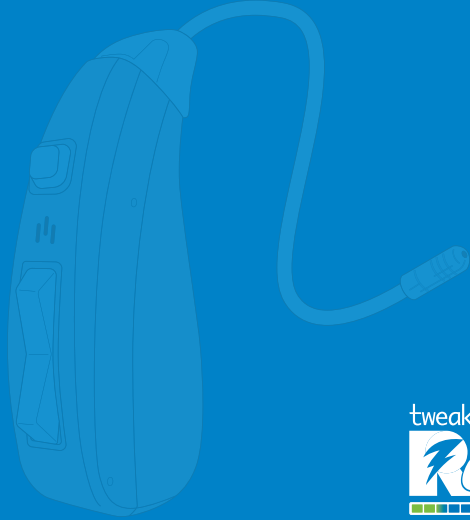


refocus user manual



tweak
ReFOCUS
Rechargeable Hearing Amplifier

congratulations

Congratulations on your Tweak ReFocus® purchase. ReFocus is a personal sound amplification product (PSAP). We know your new Tweak ReFocus will soon be indispensable to you. With amazing sound quality, Tweak ReFocus delivers both confidence and comfort so that you never miss a moment!

Tweak ReFocus is a sophisticated sound amplifier utilizing innovative, patented technology. This unique device allows you to select and set your desired amplification setting from a range of acoustic alternatives.

Developed by an audiologist in conjunction with a team of acoustic engineers, Tweak ReFocus can help you hear better in group settings, restaurants, theaters, meetings, and other environments where you have difficulty hearing.

Please carefully read this manual for complete setup and operating instructions before using your new sound amplifier.



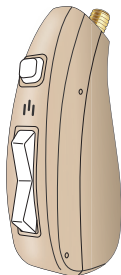


tweak
ReFOCUS

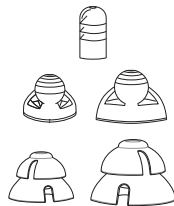
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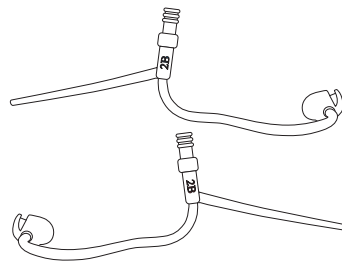
box contents



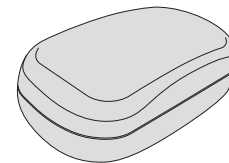
tweak reFocus amplifier



sound tips



sound tubes
size 2B, left and right



carrying case



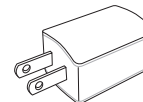
cleaning line



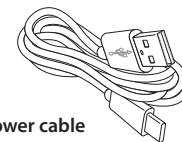
cleaning tool



charging base



power block



power cable



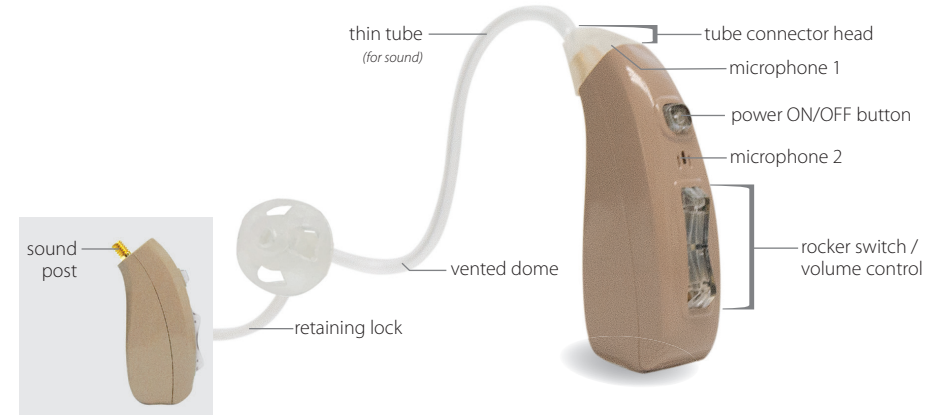
tweak reFocus manuals
user manual, quick start guide, and warranty

Contents shown represent a *single* amplifier. A pair of devices includes 2 amplifiers, and 2 of each size of sound tip.



tweak
ReFocus

tweak refocus components



introduction

Tweak ReFocus is a rechargeable personal sound amplifier. You'll discover ReFocus is like having three amplifiers in your ear.

Once setup is complete, the amplifier has three listening modes: omni-directional (for quiet environments), directional (for noisy environments), and telecoil for use with TV systems, and in looped environments such as theaters and churches.

The rocker switch is used during initial setup 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 your ReFocus using the rocker switch as a volume control.

During setup you'll learn how to position ReFocus on your ear and how to pick your favorite amplification setting.



battery information

Tweak ReFocus is a rechargeable personal sound amplifier. It's powered by a lithium-ion battery that should not be removed by the user. The battery must be replaced by the manufacturer. Call 1-888-815-3240 for assistance.

When not in use, turn off the amplifier to prevent unnecessary battery drain.

Always charge your amplifier overnight. Leaving the device in the charging base will not damage the battery. It will not overcharge.

When it's time to recharge the amplifier, you will hear three sets of double beeps every 10 minutes. Device performance will be affected until it is recharged.



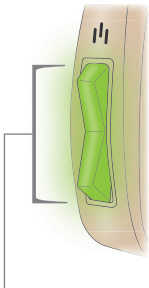
Do not attempt to replace the battery by yourself. Removing or attempting to remove the battery will void the warranty. Contact Tweak Hearing for further assistance at 1-888-815-3240.

battery information continued

Once the voltage drops below 0.85V, ReFocus emits six sets of double beeps then shuts down.

It's best to charge your amplifier completely prior to each use.

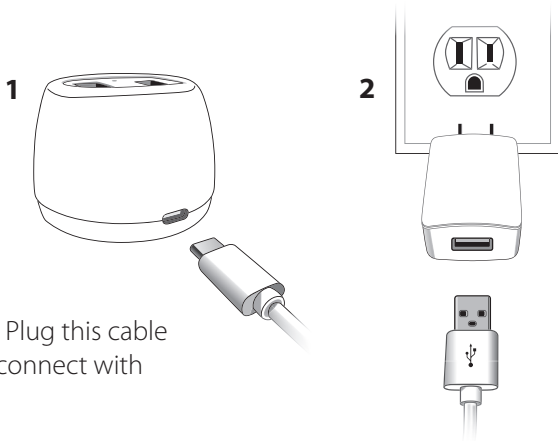
CHARGING TIME / BATTERY LIFE	
Time to fully charge	3-1/2 hours
Battery life of full charge	Approximately 30 hours <i>Keep in mind some functions of the amplifier (volume level, noise compression, etc.) require more energy than others. You may find the battery needs recharging sooner than 30 hours.</i>



The rocker switch will glow green when device is completely charged.

charging information

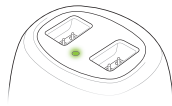
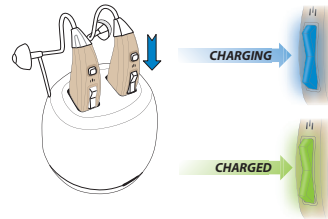
ReFocus comes with a charging base, power block and power cable. The USB cable provided has a type-C connector on one end that plugs into the charging base. The opposite end of the cable has a full-size USB connector. Plug this cable end into adapter block then connect with power source.



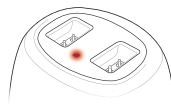
charging information continued

Fully charge ReFocus before proceeding to setup. The amplifier battery will be fully charged in 3-1/2 hours. Leaving the device in the charging base will not damage the battery. It will not overcharge.

Place the amplifier in the charging base. If the amplifier is on, it will shut off automatically when placed in the charger. The rocker switch will glow blue while charging. When fully charged, the rocker switch will glow green.



**green light on base —
normal operation**



**red light on base —
fault in the instrument, base, cable or adapter**

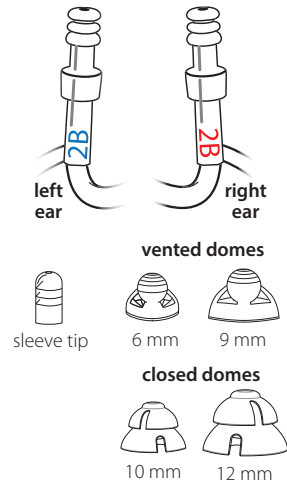
Call 1-888-815-3240 for assistance.



preparing for use

Tweak ReFocus comes with two standard tubes (size 2B, left and right). Tubes are marked with red lettering for the right ear and blue lettering for the left ear. There are a variety of tips included with your Tweak ReFocus. The small sleeve tip will work for most users. However, for more bass sound use a vented or closed dome.

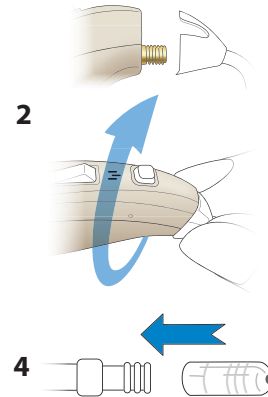
When choosing the proper tip, the goal is to get a fit that is comfortable and secure enough to keep tip in the ear. Larger tips will create a more snug fit and increase the bass sounds (lower frequencies) and reduce feedback.



Connecting the Tube and Tip

- 1 Choose either the left or right sound tube (pictured on opposite page).
- 2 Align the sound tube connector end with the sound post on the amplifier. Twist the tube clockwise onto the sound post until it's snug.
- 3 Choose the tip to use with the sound tube (pictured on opposite page).
- 4 Align the tip with the end of the sound tube and push the tip straight on.

Replacement tubes and tips can be ordered online at tweakhearing.com or by calling 1-888-815-3240.



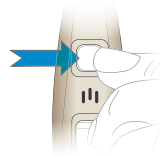
preparing for use continued

Turning ON and OFF

To turn ON, press and hold the power button until the rocker switch turns green (approx. 2-3 seconds) then release. The green light will turn off, but the amplifier is ON. There is a three second delay until amplification begins. This gives you time to place the amplifier on your ear without feedback.

To turn OFF, press and hold the power button until the rocker switch turns blue (approx. 2-3 seconds) then release. The blue light will turn off, and the amplifier is OFF.

to turn ON or OFF



ON —
rocker switch
will flash
green;
power is ON

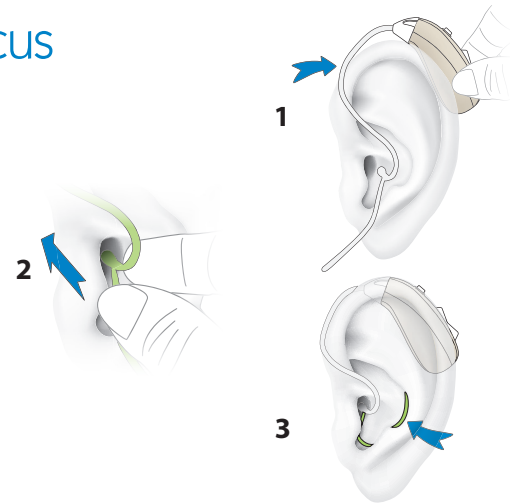


OFF —
rocker switch
will flash
blue then
shut off



wearing tweak refocus

- 1 Place Tweak ReFocus over your ear. The curve of the sound tube should rest on top of your ear comfortably, even with glasses.
- 2 Grab the loose end of the tubing and gently insert the tip into the ear canal.
- 3 Position the retaining lock in the bowl of the ear.



wearing tweak reFocus continued

When properly inserted, the tubing will lay close to the head around the front of the ear and into the ear canal. Check this by moving your finger down the tubing, into the ear.



If the tip doesn't stay in your ear, you may need a different length sound tube. Additional sizes are available at tweakhearing.com or by calling 1-888-815-3240.

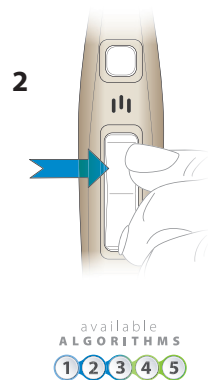


tweak refocus setup

Selecting Your Amplification

Make sure Tweak ReFocus battery is fully charged. While wearing the amplifier, you are ready to choose an amplification setting.

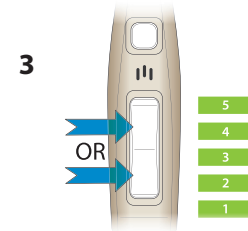
- 1 Start out in a quiet environment. The first time you turn Tweak ReFocus on, it will be at the lowest amplification setting. How does it sound?
- 2 To try the next level of amplification, press and release the upper portion of the rocker switch. You will hear two beeps, indicating you are now in Amplification Setting 2.



What you are doing is sampling the available acoustic settings for quiet environments. There are five different settings for you to try. Choose the one that sounds best to you—most natural, most helpful volume level.

- 3 You can press either the upper or lower portion of the rocker switch to try out the different amplification settings.

If you find you can't get enough volume, call 1-888-815-3240 for additional options.



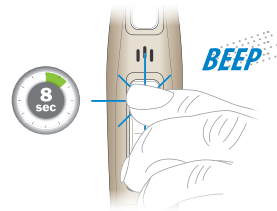
! Programs 4 and 5 are designed for the double-flanged tips. Feedback is to be expected if the sleeve or vented domes are used.

tweak refocus setup continued

- 4 Once you've made your decision, press and HOLD either section of the rocker switch for six to eight seconds, until you hear a long beep. This procedure locks in your chosen amplification setting. Three programs are now available: Quiet, Noise, and Telecoil.

Congratulations, your set up is now complete! Tweak ReFocus remembers your preferred amplification setting from now on.

- 4 **to lock in your preferred listening amplification setting**



hold the rocker switch (upper or lower) for 6-8 seconds until you hear a long beep

From this point forward, the rocker switch provides two functions:

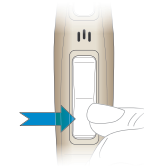
- to change the volume, and
- to switch between Quiet, Noise, and Telecoil programs.

to increase volume

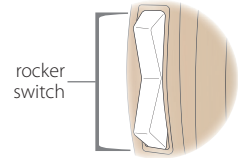


tap upper rocker switch

to decrease volume



tap lower rocker switch



Every time you turn on your Tweak ReFocus, it will start out in the Quiet program, at the amplification level you locked in previously.

To switch to the Noise program, press and hold the rocker switch for two seconds then release. Do the same to switch to the Telecoil or Quiet program.

tweak refocus setup continued

To change programs

Press and hold the rocker switch (either upper or lower) for two seconds. Once you release the switch, you will hear a special sound that indicates which program you have just entered.

QUIET PROGRAM



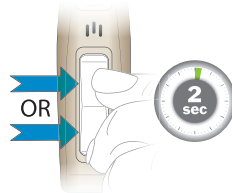
NOISE PROGRAM



TELECOIL PROGRAM



In all programs you can still make minor adjustments to the volume by quickly tapping the rocker switch.



to change programs
press and hold the
rocker switch for 2 seconds
then release

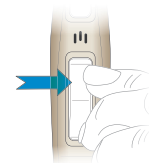


*If you decide later that
you want to reset your
Tweak to a different
amplification setting, see page 36.*

Volume Control*

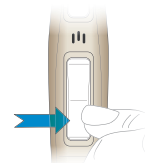
The rocker switch can be used to adjust the volume. To increase the volume, tap the upper portion of the rocker switch. To decrease the volume, tap the lower portion of the rocker switch.

to increase volume



tap upper rocker switch

to decrease volume



tap lower rocker switch

** VOLUME CONTROL IS NOT AVAILABLE UNTIL AFTER SETUP IS COMPLETE (pgs. 22-24).*



Each time you turn your amplifier ON, we suggest setting the volume at a low or comfortable level to limit feedback while placing the amplifier on your ear.

care

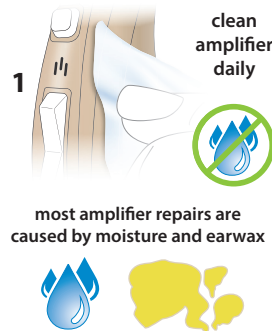
Cleaning the Exterior

- 1 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 daily use of a DryBoost UV® appliance is recommended to reduce moisture and wax buildup.
www.tweakhearing.com

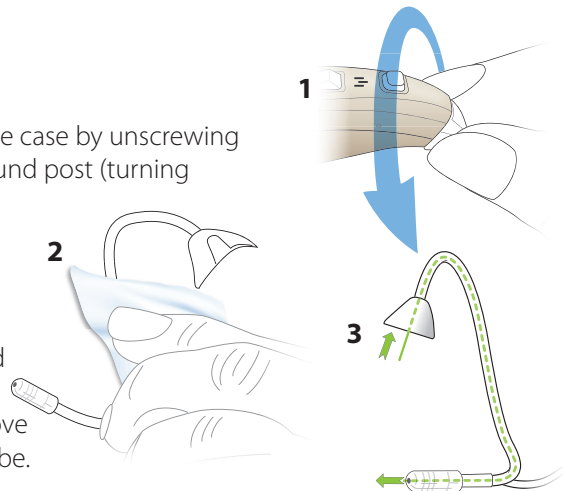


Do not rinse or submerge these parts in water. There is risk of damage if a water drop becomes trapped in the tube. If this should occur, it will prevent sound from coming through the tube and may be harmful to Tweak's electronics.



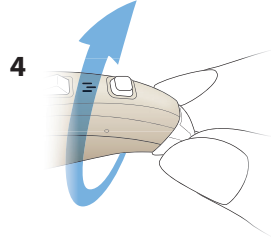
Cleaning the Tip and Tube

- 1 Remove the sound tube from the case by unscrewing the tube connector from the sound post (turning counterclockwise).
- 2 Wipe the exterior of the tube and tip.
- 3 Thread the cleaning tool wire through the tube connector and out of the tip. Wipe end of wire and repeat as necessary to remove moisture and debris from the tube.



Care continued

- 4 Re-attach the sound tube by aligning the connector end with the sound post on the amplifier case then turn the tube connector clockwise onto the sound post until snug.



Changing the Tube and Tip

The tube and tip should be changed periodically, typically two or three times per year. When the tube or tip become soft, discolored, kinked, or damaged, the tube can break and become detached from the device. Obtain replacements by calling 1-888-815-3240 or visiting tweakhearing.com



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

Change tubes and tips

2-3 TIMES
PER YEAR

Extended Storage

If it is necessary to store your Tweak amplifier for an extended amount of time, follow the steps below:

Clean your Tweak according to instructions in the Care section of this manual.

A full cycle in a DryBoost UV[®] appliance is recommended prior to extended storage.

Place Tweak in an airtight container with a desiccant such as a DryCaddy[®] Disc or Dry-Brik Mini[®]. Store in a cool dry place.

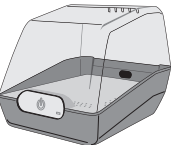
DryCaddy Disc



Dry-Brik Mini



DryBoost UV



tweak tips



Place your Tweak amplifier in a DryBoost UV drying appliance every night to remove moisture and prevent corrosion. DryBoost UV also sanitizes to remove common germs and viruses from the amplifier plus recharge the battery!

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.



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, 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

No Sound or Not Loud Enough

Make sure the tip is not clogged.

Fully charge the battery.

Make sure the amplifier case and sound tube 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.

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. See page 36 for instructions.

troubleshooting continued

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 the volume.

Your Tweak may need to be reset. See page 36 for instructions. Once reset, repeat steps on pages 22-24 and choose a lower Amplification Setting. (Example: if you're currently on Amplification Setting 3, consider Amplification Setting 2.)

If the above fails to reduce feedback, contact Tweak for assistance at 1-888-815-3240.

Sound is Distorted, Unclear, Intermittent or has Static Noise

Make sure the tube and tip are not clogged. (Refer to page 29.)

Make sure the amplifier is clean and dry. We recommend nightly use of a DryBoost UV appliance 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 need to be reset. See page 36 for instructions. Once reset, repeat steps on pages 22-24 and choose a lower Amplification Setting. (Example, if you're currently on Amplification Setting 3, consider Amplification Setting 2.)

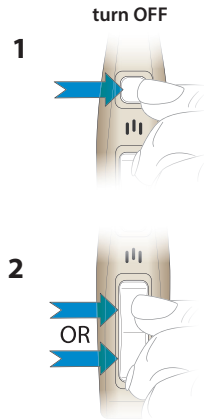
If problem persists, contact Tweak for assistance at 1-888-815-3240.

how to reset

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

Tweak may be reset by following these simple steps.

- 1 Turn off the amplifier by pressing and holding the power button for 2-3 seconds then release.
- 2 Press and hold the upper or lower portion of the rocker switch.



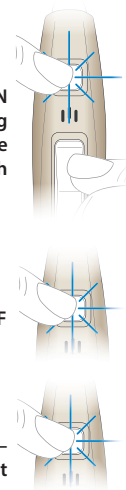
- 3 While still pressing and holding the rocker switch, turn on the amplifier.
- 4 Continue holding the rocker switch. Wait at least 15 seconds before releasing the rocker switch.
- 5 Turn off the amplifier.
- 6 When you turn on the amplifier again, Tweak is reset. You may now proceed to select a new Amplification Setting. See pages 22-24 for setup.



- 3 turn ON while continuing to hold the rocker switch

- 5 turn OFF

- 6 turn ON again—amplifier is reset





Warranty

See warranty card for more information.

Owner information

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

	LEFT	RIGHT
Serial Number		
Color		
Amplification Setting Selected		

Owner Name

Tweak Purchase Date

PLACE OF PURCHASE

Business Name

Phone Number

City

State

Country



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.