

The power of **CHOICE**



*A breakthrough in personal sound amplification technology*

## User Manual

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Ear Technology Corporation proudly offers a breakthrough in personal sound amplification technology: TweakConnect.

TweakConnect is a personal sound amplifier that pairs the sophisticated sound processing and easy personalization of Tweak hearing products with the most intuitive app on the market.

Other products force you through a hearing test, then program the hearing device with an algorithm that **THEY** decide is 'best' for you. TweakConnect gives **YOU "The Power of Choice,"** enabling **YOU** to select the settings that provide the best result for you. With the app on your smartphone, you can easily fine tune and further adjust the settings at a moment's notice no matter where you happen to be. Tweak contains the same components found in high-end hearing aids that cost thousands of dollars: digital signal processing, high-end feedback cancellers, microphones, speakers, and bio-compatible plastics. It also incorporates a digital volume control to give you even more flexibility in different environments.

TweakHearing.com

TweakConnect FEATURE	BENEFIT
Slim profile case with thin tube or thick tube with ear hook	Comfortable fit, barely visible; package includes a variety of tips, tubes, and ear hook giving you more fit and listening options
Sophisticated, innovative, patented technology	More freedom than ever before, allowing you to choose your listening preference
Digital processor pre-loaded with 5 acoustic algorithms plus additional fine-tuning selections	Easily sample settings and make small adjustments to the selection to achieve best sound
Access to three listening modes: Quiet, Noise, and Telecoil	Allows you to quickly and easily adapt to different environments using TweakConnect app or rocker switch on instrument
Dual microphones	Two microphones work together to provide true directionality
Digital volume control	For subtle volume changes within your amplification profile Access volume using TweakConnect app or rocker switch on instrument
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
Preset 12 band graphic equalizer	Finely adjusted tuning curves, providing smooth, natural sound, with amplification only where it's needed
Uses common #312 battery	Powerful performance, yet small and economical Average battery life: 5 to 7 days
Low battery tone indicator	Early warning system so you have time to change the battery before it quits
Quiet mode ("omni-directional") PROGRAM 1	"All-around sound," for quiet environments
Noise mode ("directional") PROGRAM 2	Focused hearing reduces background noise and clatter in noisy environments.
Telecoil mode PROGRAM 3	For better hearing on the phone and in looped environments

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.

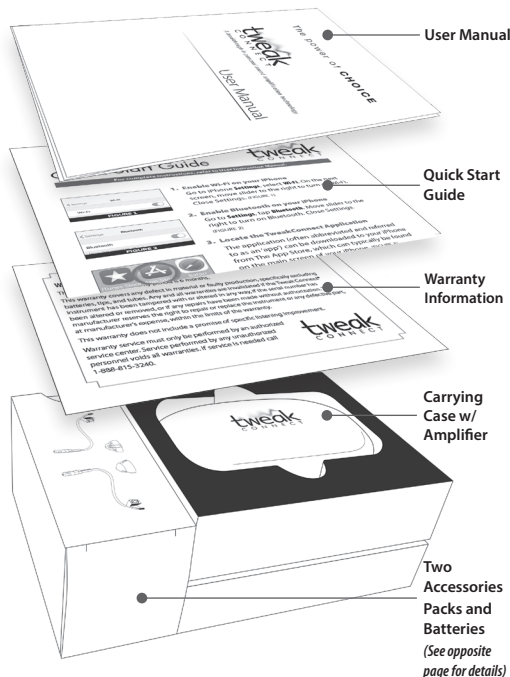


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## Box Contents



**! IMPORTANT —**  
**TweakConnect app must be downloaded in The App Store. See page 17 for instructions.**

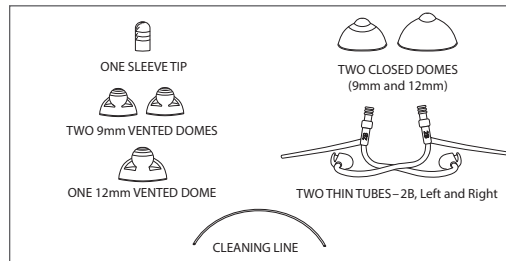
### TWEAK / CARRYING CASE



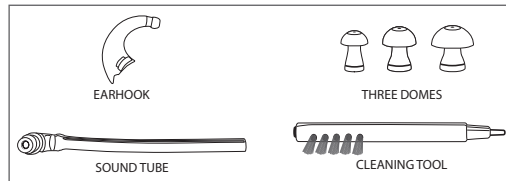
### BATTERY CARD (size 312)



### THIN TUBE ACCESSORIES PACK



### EARHOOK ACCESSORIES PACK



## General Description

TweakConnect has three listening modes: Program 1: omni-directional (for quiet environments), Program 2: directional (for noisy environments), and Program 3: telecoil (for use with telephone or loop systems).

The TweakConnect app 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 app or the rocker switch volume control.

The app or the rocker switch is used to switch between listening modes for Quiet, Noise, and Telecoil.

In the section "Wearing Your TweakConnect" (page 18) you'll learn how to position the instrument on your ear.

**PROGRAM 1 – QUIET**



**OMNI-DIRECTIONAL**  
(all-around sound)

**PROGRAM 2 – NOISE**



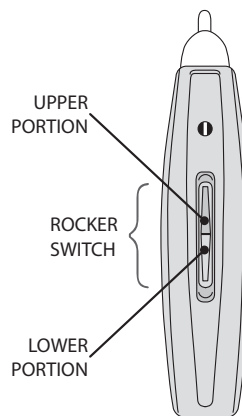
**DIRECTIONAL**  
(focused listening)

**PROGRAM 3 – TELECOIL**



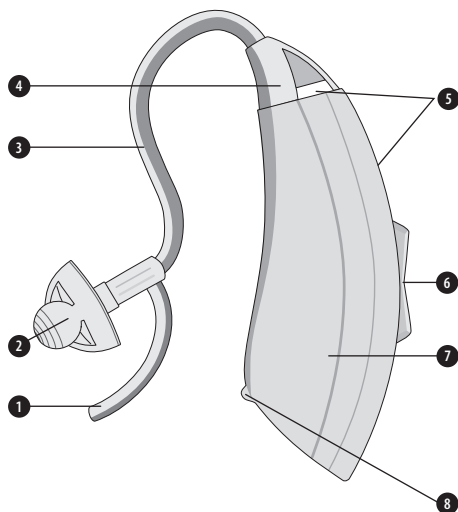
**HEARING LOOP**  
(for telephone  
or loop systems)

<b>QUIET</b>	Voice confirmation "Program 1"
<b>NOISE</b>	Voice confirmation "Program 2"
<b>T-COIL</b>	Voice confirmation "Program 3"



**!** Each time it's powered on, TweakConnect will start in omni-directional or Quiet mode (Program 1) at 70% volume.

## Components



1 RETAINING LOCK

2 DOME (dome or sleeve)

See illustrations on page 7.

3 THIN TUBE (for sound)

4 TUBE CONNECTOR HEAD

5 MICROPHONES

6 ROCKER SWITCH /

VOLUME CONTROL

7 AMPLIFIER CASE

8 BATTERY COMPARTMENT

DOOR *TweakConnect is turned off by opening the battery compartment door part way.*

## Battery Information

TweakConnect 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 TweakConnect by opening the battery door part way.

### Low Battery Warning

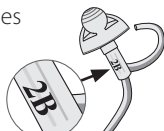
For your convenience, TweakConnect warns you when the battery is almost depleted. You will hear a voice prompt "low battery" which indicates it's time to change the battery.

### ! 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)*

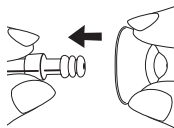
## Preparing for Use – Thin Tube

Your TweakConnect package includes two sets of accessories: 1) a pack of thin tubes and domes/tips plus, 2) an earhook power accessories pack. (See page 7 for included components.) Text code on the sound tube, near the tip represents the length of tube (2B) and which ear. Blue=Left. Red=Right.



### Changing the Ear Tip

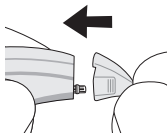
In order to get the most comfortable fit, you may want to try the different ear tips. To change, simply grasp the ear tip with one hand and the tube with the other and pull the ear tip off. To install the new ear tip, push it straight onto the tube.



The larger and closed domes will give you more bass sound and permit more volume with less chance of feedback. The smaller domes and sleeve tip give the greatest comfort and most “open” sound.

### Connecting the Thin Tube to the Amplifier

Align the tube connector with the end of the amplifier, then **push the tube straight onto the sound post**.

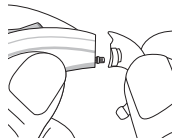


## Preparing for Use – Thick Tube

If you're using the earhook instead of the thin tube, follow the instructions below.

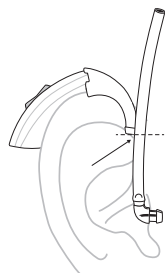
### Connecting the Earhook to the Amplifier

From the earhook accessory pack (see page 7), choose the earhook then attach it to the amplifier by **pushing it straight onto the post** until the two flat surfaces are flush together.



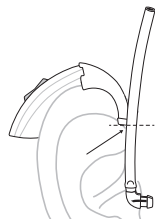
### Position Amplifier and Sound Tube on the Ear

Position the amplifier with the attached earhook over the ear as shown.



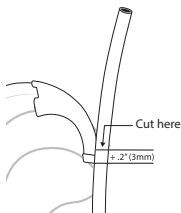
### Measuring the Sound Tube

Next, insert dome comfortably into the ear canal and align the sound tube towards the end of the earhook as shown. Mark the location where the sound tube crosses the earhook.



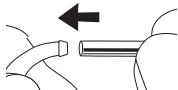
### Trimming the Sound Tube

Remove the amplifier and tube from your ear and cut the tube 0.2" (3mm) above the mark on the tube. To assemble simply slide the tube over the end of the earhook.



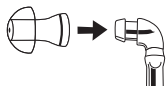
### Connecting Sound Tube to the Earhook

Attach the tube to the earhook by pushing the open end of the tube onto the small end of the earhook until tight.



### Attaching a Dome to the Sound Tube

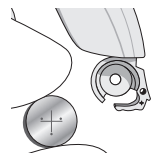
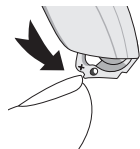
Choose a dome from the accessories then attach it to the thick tube by pushing it straight onto the tube until snug.



**i** Instructional videos can be found in the *TweakConnect Support* section of *TweakHearing.com*

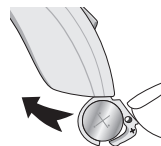
## Inserting a Battery

- 1 Lift the notch at the edge of the battery compartment and swivel open the door of the battery compartment.
- 2 Remove the brown-colored tab on a new battery (size 312). Wait two (2) FULL minutes for battery to fully activate.



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 TweakConnect is ready for operation.

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

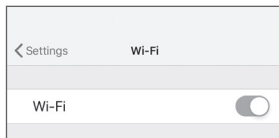


## Phone Settings

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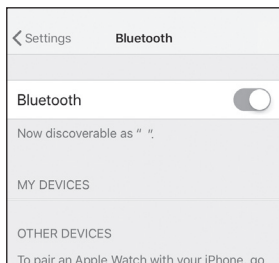
### Enable Wi-Fi on your iPhone

Go to iPhone Settings, select Wi-Fi. On the next screen, move slider to the right to turn on Wi-Fi. Close Settings.



### Enable Bluetooth on your phone

Go to Settings, tap Bluetooth, slide the On/Off button to toggle Bluetooth on. Close Settings.



## Downloading and Installing the TweakConnect App

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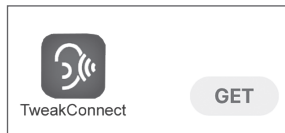
### Locate the TweakConnect Smartphone Application in The App Store

The TweakConnect application (often abbreviated and referred to as an 'app') is currently available only for the iPhone. Android version is coming soon. The app is located in The App Store. The App Store can typically be found on the main screen of your smartphone.



### Download and install the app to your phone

In The App Store, locate the TweakConnect app. Select GET to begin downloading the app.

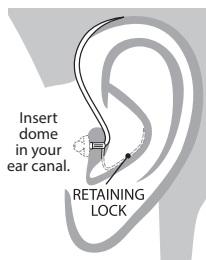


Once download is complete, launch the app by tapping it on your iPhone screen, or selecting OPEN if the app installation process was left at that stage.



## Wearing Your TweakConnect

Place the TweakConnect over your ear. Grab the loose end of the tubing and gently insert the tip into the ear canal. If you're using the thin tube, position the retaining lock in the bowl of the ear. (Sound tube used with earhook does not have a retaining lock.)



Now place the amplifier behind your ear with the tube (or earhook) wrapped over the top of your 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 TweakConnect.

**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.**

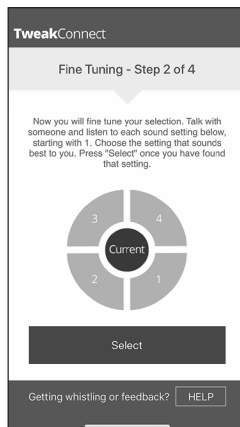
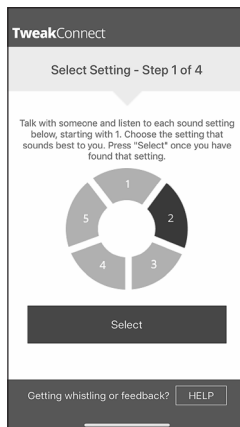
## Wearing Your TweakConnect *continued*

### Watch the “First Time Set Up” videos within the app.

Follow initial prompts within the app. For first time users, watch the videos—tutorials for using the app.

### Proceed to set up

Screen commands will walk you through each of the simple steps to make the sound of your TweakConnect device exactly what works for you.



## Daily Use

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

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

### TweakConnect:

Once you have locked in your preferred listening profile, you have three listening modes available—Quiet, Noise, and Telecoil. You have two ways to switch between the programs—digitally by using the app, or manually, on the device.

Using your smartphone: open the TweakConnect app. Main Menu will appear—select the desired program by touching the appropriate button.

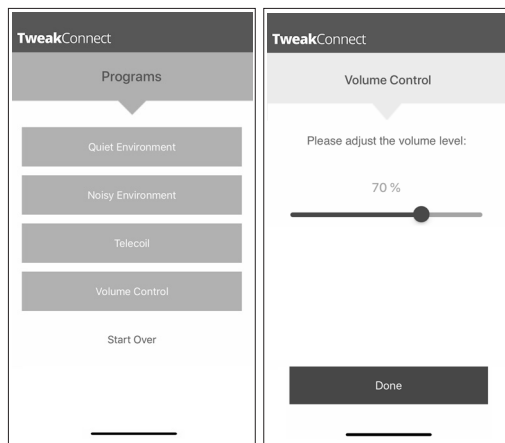
If changing programs using the instrument: **press and hold** the rocker switch for **THREE (3) seconds** then release. Pressing and holding the upper rocker switch advances to the next program. Pressing and holding the lower rocker switch reverts to the previous program.

Whether you use the app or the rocker switch to change programs, you will hear a voice confirmation verifying the program change: “Program One” for Quiet, “Program Two” for Noise, and “Program Three” for Telecoil.

*In all three programs, you can still adjust the volume.*

The volume can be adjusted through the app or using the rocker switch on the device.

Using your smartphone: open the TweakConnect app. Select Volume Control from the Main Menu. Move the slider to adjust the volume, then select “Done”.



Adjusting the volume on the Tweak instrument: **quickly tap** the upper portion of the rocker switch to your increase the volume. Quickly tap the lower portion to decrease the volume. With each tap of the rocker switch you will hear a confirmation beep as you increase or decrease the volume level.

Be sure to keep your TweakConnect dry at all times. See page 23 for additional tips on caring for your TweakConnect.



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

## Caring for Your TweakConnect

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

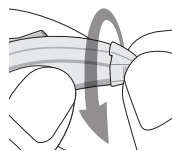
### Cleaning the Exterior

You should inspect and clean your TweakConnect 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**. Use the same method for an earhook.



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. A brush is also included for cleaning debris from the dome tip.



## Caring for Your TweakConnect *continued*

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(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 TweakConnect'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 TweakConnect amplifiers for an extended amount of time, follow these steps:

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

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

## DO

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

**Do** Always carry spare batteries.

**Do** Safely store TweakConnect 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 TweakConnect is not being worn.)

## DON'T

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

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

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

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

## Troubleshooting Tips

### No Sound or Not Loud Enough

Ensure that the battery door is closed.

Replace the battery.

Make sure the tip/dome 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/dome 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/dome. See page 12.

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

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

Your TweakConnect may need to be reset for more volume. See page 33 ("How to Start Over") for instructions

## Troubleshooting Tips *continued*

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### **Whistling ("Feedback")**

Your TweakConnect 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/dome is positioned properly in the ear canal.

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

Consider using one of the domes instead of the sleeve tip. If feedback continues, consider using one of the more closed domes or change to an earhook with a dome.

Your TweakConnect may need to be reset. See page 33 ("How to Start Over") for instructions.

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

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

Replace the battery.

Make sure the tube and tip/dome are not clogged. (Refer to page 23 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 TweakConnect may have a poor battery contact or may not be set up properly. Call TweakConnect Support at 1-888-815-3240.

## Troubleshooting Tips *continued*

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### **TweakConnect app freezes while programming**

If the app freezes while you're still programming the device, it will be necessary to start over.

First, turn off the TweakConnect device you're currently programming by opening the battery door. Wait 10 seconds then close the battery door to power on the device. The app should recognize the device and continue with programming.

If the steps above do not allow you to start programming again, try the following. Turn off the device (if programming two devices, turn off both) by opening the battery door. Close the TweakConnect app then restart the app. Follow the prompts on the screen, closing the device battery door when specified and continue to program the device(s).

If you're still having trouble with the app and/or device(s), turn off the device(s) and close the app. On your iPhone, go to Settings > Bluetooth. Below MY DEVICES there will be one (possibly two) devices named "L200B". Beside each of these at the far right, you will see the "i" (information icon). Touch the blue "i" and the options for the device will appear. At the top of the screen, select "Forget This Device". When prompted to confirm this action, select "Forget Device" again (at the bottom of the screen). Remember to do this for both

devices if you're programming two. Close Settings.

Restart the TweakConnect app. Follow the prompts on the screen, closing the battery door when instructed and continue to program the device(s).

Lastly, follow the instructions in step 3 above, adding an additional step. After you've "forgotten" the devices in Bluetooth Settings, delete the TweakConnect app from your iPhone. Reinstall it from The App Store then launch the app and start programming.



## Troubleshooting Tips *continued*

### Connection Problems

Make sure the amplifier has a working battery inside and the battery compartment door is fully closed.

Place amplifier on your ear and press the upper portion of the rocker switch and listen for any beeps or voice prompts.

Since Bluetooth has a limited connection range, make sure the amplifier is near the smartphone – within 4 feet.

If TweakConnect app is still unable to connect to the amplifier, replace the battery. The app may no longer connect to the amplifier if the battery is low.

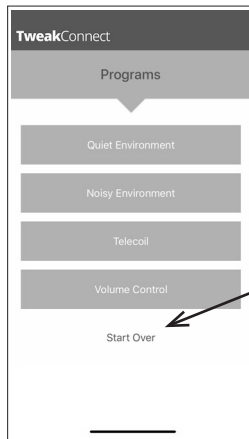
Restart the TweakConnect app. Turn the amplifier off and back on by opening then closing the battery door.

If you are still experiencing connection problems, call TweakConnect Support at 1-888-815-3240.

## How to Start Over

After wearing TweakConnect 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.

TweakConnect may be reset by selecting the “Start Over” option on the Main Menu of the app.



## Warranty

See warranty card for more information.

## Owner information

Each TweakConnect has a serial number (S/N) located on the battery compartment door. Please record this serial number in the owner information section below.

	LEFT	RIGHT
Serial Number		
Color		
Amplification Setting Selected		

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

TweakConnect Purchase Date: \_\_\_\_\_

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The power of **CHOICE**



*A breakthrough in personal sound amplification technology*

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**TweakHearing.com**  
**1-888-815-3240**

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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)

TWCONN USER MNL 0319 Rev C