# Welcome

Welcome to the Advanced Affordable Hearing family!   
Our products have helped tens of thousands of satisfied customers in all corners of the globe. We are passionate about helping you find an affordable solution to your hearing loss challenges. Using the EasyHear app you will be able to create the perfect listening situation for yourself through program and volume changes

This manual is designed for both Android and iOS users. Feel free to explore the app once you are connected

# Before You Begin

Make sure:

* Bluetooth® on your smartphone is turned on
* GPS on your smartphone is turned on
* Your HCRA hearing aids are charged
* Your HCRA hearing aids are within 5 feet of your smartphone

Only Available on iOS 9 or later, iPhone 5 or above; Android 6 or later

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|  | Note: Due to improvements made to the app over time, your app may look and act differently from what is shown in this manual. If this is the case please follow the instructions provided by the app. |

# Quick Start

## Step 1

Turn on both hearing aids and put them on (See User Manual)

## Step 2

Go to the app store for your phone and download EasyHear

## Step 3

Locate EasyHear on your phone, normally as an icon placed on your home screen or in your app drawer. Tap the Icon to begin

## Step 4

Read through the terms and policies, then tap Agree to continue

## Step 5

Connect your HCRAs by following the prompts

## Step 5

Select Fitting on the Device tab to tune your hearing aids to match your hearing

## Step 6

Adjust the volume and program to comfortable levels

# Downloading EasyHear

Go to the App Store and search “EasyHear”

Tap the Install button. Follow any prompts given to download and install

You can find EasyHear in your App Drawer with all your other apps on your phone, once the installation is complete

## Apple iOS

Go to the App Store and search “EasyHear”

Tap the Install button. Follow any prompts given to download and install

You can find EasyHear in your App Drawer with all your other apps on your phone, once the installation is complete

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|  | *Tip:* Use the camera on your phone to scan the QR code. It will take you directly to the app. |

## Android

Go to the Play Store and search “EasyHear”

Tap the Install button. Follow any prompts given to download and install

You can find EasyHear in your App Drawer with all your other apps on your phone, once the installation is complete

# Connect Your HCRAs

## Step 1

To connect your hearing aids, tap Connect Device.

## Step 2

After a small wait, the search will display your hearing aids. tap “Tap to Connect”

## Step 3

A prompt will appear on your screen and you should hear a tone in the hearing aid it wants to connect to. Tap the option for the side you hear the tone in. Another prompt will display a confirmation of connection.

## Step 4

Tap “Search for Device” to connect your other hearing aid. Repeat steps 2 and 3

Note: You may need to turn your HCRA off and back on if your phone isn’t finding it.

# Hearing Check

Find a quiet room to begin your hearing check

## Step 1

First, connect your headphones to your smartphone

## Step 2

Tap the Hearing icon on the bottom left corner of the screen. Then tap Hearing Check button

## Step 3

When you are ready, tap the “Continue” button and follow the instructions on the screen

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|  | *Note:* You can use both Bluetooth® and wired headphones for the hearing test. |

# Fitting

Find a quiet room to begin your hearing check. Hearing Check takes about 5 Min.

## Step 1

From the Device tab, tap Fitting on the top left of the screen

## Step 2

You will be prompted to find a quiet room, then given instructions for the test

## Step 3

Once the hearing check is complete, you will be taken back to the Device tab. Your HCRA hearing aids will now be optimized by your hearing check.

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|  | *Note:* You can always reset to a previous test See page # for more info |

Controlling you HCRA

# Volume

The volume can be adjusted on the main control screen found under the main Control screen in the Device tab

## Volume

The main volume adjustment is labeled “Loud”. To adjust it slide your finger up or down on the screen while pressing the bolder colored bar on the top. More colored bars will be a louder volume, more gray bars will result in quieter volume.

## Bass

The bass adjustment is an adjustment for the lower-end frequencies. The same as adjusting the volume, use the bolder bar to slide the adjustment up and down.

# Programs

To change programs through the app, press the Program button at the bottom of the screen. Tap the program you would like to change to and both connected hearing aids will switch to that program. The button will also switch, displaying the current program selection.

## On the HCRA

By pressing the Program Button, your HCRA will switch between 4 preprogrammed settings, which adjust the type of amplification used for each environment.

You’ll either hear 1, 2, 3, or 4 beeps, but doing so only changes the program on that hearing aid and does not change the setting shown in the app.

# Adjustment

## Band

The Band option is set by your Hearing Check. Before adjusting this option, you should save an Archive of your settings. Perform manual adjustments by dragging the dots up and down. Lower frequencies are on the right and higher frequencies are on the left. Adjusting the dots will adjust the volume for that frequency only.

## Compress

The compression option is found in the Compress tab to the right of Band. This tool allows you to stop sudden loud sounds so you don’t hurt your ears. The more compression, the less of a spike in volume you will experience.

## Archive

Save an Archive

Tap the Archive button located at the bottom left of the screen to save a new archive. An archive saves your custom settings for your HCRAs

Tap name to Name your Archive. This is required for saving. If you are unsure what to name it you can use the current date.

Tap Save to save your new Archive

Switching Saved Archives

Switch between saved Archives and Fittings by tapping the center button at the bottom of the screen. Switch between Archive and Fitting options by tapping the tab at the top.

Select the option for each ear then tap Apply to Device, and confirm on the prompt.

# Remote Adjustments

If you are having trouble with your hearing aids, need help inputting your audiogram or just require remote adjustments we can help you out.

Note: Remote Support requires you to log in. You can use the Hamburger menu to sign in or register for a new account.

Tap the service icon on the bottom right-hand corner. Then tap the Request Remote Support button.