



Acuity Duo

True Wireless Stereo
Assistive Hearing Amplified
Earphones

WELCOME

Congratulations and thank you for choosing the **Hear+Hi** Acuity Duo True Wireless Stereo Assistive Hearing Amplified Earphones! You've made an excellent decision and you will enjoy using this product for many years to come! This guide will help you get started and show you all the great features, so that you get the most out of your investment.

QUESTIONS? VISIT [Hear+Hi.com/support](https://www.hearhi.com/support) OR
EMAIL US AT info@hearhi.com

NOTE:

Not for users under 18 years of age. Always consult your hearing health-care professional for any hearing loss conditions. Any serious hearing conditions should be examined and diagnosed by a licensed physician (preferably an ear specialist).

FEATURES

- Wireless Audio Streaming for Calls & Music
- Personalized & Customized Hearing App (iOS & Android)
- Advanced 8-Channel DSP processing for amplification and wireless streaming
- Long Battery Life (10 hours)

EARPHONES

- Wireless Charging Case
- Earphones (Blue - Left Ear / Red - Right Ear)
- Single-layer Eartips: Large, Medium, Small and Mini (Earbuds equipped with Medium size)
- Double-layer Eartips: Medium, Small
- USB Type-C Charging Cable



SET UP

FITTING & WEARING INSTRUCTIONS

<Attaching the Eartips>

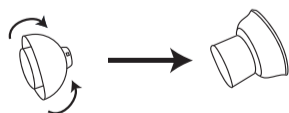
1. The **ACUITY DUO** comes with a choice of small, medium & large Eartips. It is recommended to try the different options, since the size of your ear canals might not be the best guide. Often a smaller Eartip will fit better because it can go in deeper or a larger one might be more comfortable and still provide proper occlusion.

When you insert the Eartip, aim it forward and up, to match the angle of the ear canal. Then try different angles with different size Eartips, to maximize comfort and seal.

Proper Eartip insertion will ensure the very best sound quality, minimize the amount of volume required, prevent leakage and avoid feedback (will emit a whistling sound if not fitted properly).

2. Attach the Eartip to the nozzle of the **ACUITY DUO** earphone on one side by gently pulling to cover it.

- ※ Do not pull the Eartip excessively when you attach or detach it because it may tear.



3. Follow the same procedure for the other side.

<Earphones>

How deep you insert the earphones will also affect not only the seal, but the quality of the sound, because not all Earphones are the same, so try different depths as well to get the most out of your listening experience.

POWER ON/OFF

Power ON: Remove the **ACUITY DUO** from the Wireless Charging Case; it

will power on automatically.

It may not power ON if the battery is low; please recharge the unit before using it.

Power OFF: Place the **ACUITY DUO** inside the Charging Case; it will turn off and start charging automatically.

- ※ Store your **ACUITY DUO** in the Charging Case when not in use.
- ※ No need to reset, **ACUITY DUO** will store your last hearing setting preferences.

CHARGING

Place the earphones in the Charging Case (make sure they are clean and dry), close it and connect the USB cable provided to the case. Plug the other end of the USB Cable provided into your USB Adapter (250mA or 2 watts output minimum), which is plugged into the electrical outlet.

It takes about 3 hours to charge for about 10 hours of continuous use when fully charged.

When fully charged, the Charging Case will hold up to 30 hours of charge, so it is not necessary to charge it every time you charge the earphones. Always recharge before going to sleep at night, regardless of battery status.

DOWNLOAD APP & PAIRING

In order to provide you with the best possible sound quality at the lowest possible volume, **ACUITY DUO's** hearing test and adjust features customize the unit's volume modes according to your specific requirements. This prevents listening too loud which can damage hearing and provides the optimum quality of sound safely for all of your listening requirements. To set up the test and build your customized profile, download the App below. The App also provides access to all of the other great features available (e.g., Bluetooth).

Volume and Mode adjustments are done through the App and are stored until changed.

To connect your Earphones to a Smartphone, download the App "My Hearing Acuity" by  on the App Store or Google Play.



Install the "My Hearing Acuity" App on the Smartphone.

1. Remove your Earphones from the Charging Case to enter Bluetooth pairing mode.
 - ✓ Turn on your phone's Bluetooth device first, then click on the "Bluetooth" in Settings.
 - ✓ Enter the Bluetooth configuration page, search and select **Hear+Hi Acuity Duo** to pair.
 - ✓ Once the pairing is successful, the connection is complete.
2. From the Apps screen of the Smartphone, tap on the "My Hearing Acuity" App. If necessary, update the App to the latest version.

- ✓ Avoid direct sunlight; store in a dry, safe place.
- ✓ Avoid excessive high and low temperatures.
- ✓ Do not discharge battery completely before recharging, as this may reduce battery life.

WARRANTY

ONE YEAR LIMITED WARRANTY For a period of ONE (1) YEAR from the date of retail purchase by the original end-user purchaser ("Warranty Period"), Hear+Hi warrants (1) this product against defects in materials and workmanship, and (2) that each Product unmodified and under normal use and conditions, will substantially comply with Hear+Hi's applicable written technical documentation for the Product. Hear+Hi reserves the right to make substitutions and modifications from time to time in the specifications of Products sold by Hear+Hi, provided that such substitutions or modifications do not materially affect overall Product performance. **WARRANTY COVERAGE** If a defect exists and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, Hear+Hi will (1) repair the product at no charge, using new or refurbished replacement parts. (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product. A replacement product/part assumes the remaining warranty of the original product or thirty (30) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes Hear+Hi's property. When a refund is given, your product becomes Hear+Hi's property. **OBTAINING WARRANTY SERVICE** If you purchased the product in the U.S., deliver the product, at your expense, to any Hear+Hi Service Center located in the U.S. If you purchased the product outside

3. Tap Allow, Register/Sign In, and select your device.

4. Follow the prompts to complete the connection.

Disconnect: To disconnect your Earphones from a Smartphone, simply remove and place them back into the Charging Case.

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SAFETY

- ✓ Do not allow anyone else to use this product without your permission.
- ✓ Always use appropriate volume levels to avoid damage to your hearing.
- ✓ Keep out of reach of infants and young children.

MAINTENANCE

- ✓ It is strictly prohibited to disassemble, modify or repair these Earphones.
- ✓ Clean your ears and the unit before each use to prevent clogging and to ensure optimum quality.
- ✓ Use a cleaning brush or soft cloth to clean the all parts of the Earphones, including the charging ends. (Avoid using water, solvents, cleaning fluids, or cleaning oil.)
- ✓ Keep your Earphones dry and clean. Humidity, earwax, water in the ear, etc. will affect the service life and performance of the device.
- ✓ Recharge device before going to sleep at night, regardless of battery status
- ✓ Charge the Earphones in the Charging Case on a weekly basis if not in use for an extended period of time.

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