



# APPLE CONNECTIVITY GUIDE

## CONNECTING (PAIRING) YOUR HEARING AIDS TO YOUR MOBILE DEVICE FOR APP CONTROL & STREAMING

Thank you for your purchase of Lucid Hearing's over-the-counter hearing aids. This guide will help you with easily setting up and connecting your hearing aids.

### WE'RE HERE TO HELP

We know you don't want to miss any important moments, so we're letting you know that we're available to support your hearing journey.

Lucidhearing.com for Chat Support MON-SAT 8AM-6PM CST  
Email: Support@lucidhearing.com  
Call: (800) 785-6052 MON-SAT 8AM-6PM CST

### STEP 1: Check Your Phone Compatibility

You should be able to use your hearing aids with iPhone models 6 or newer. You can check for compatibility at: [www.lucidhearing.com/mobile-phone-compatibility](http://www.lucidhearing.com/mobile-phone-compatibility)

### STEP 2: Download the Lucid Hearing App

When your hearing aids are powered on, you can connect to the Lucid Hearing app to customize your hearing experience. You'll find it in the App Store.

For ease, use your phone camera to scan this code to download the Lucid Hearing app for iPhone.



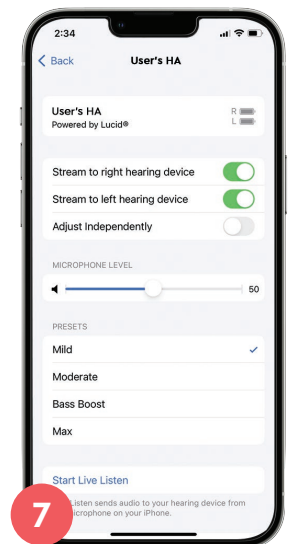
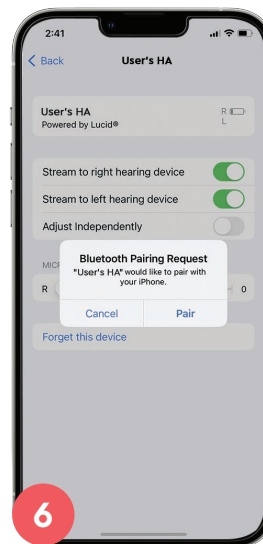
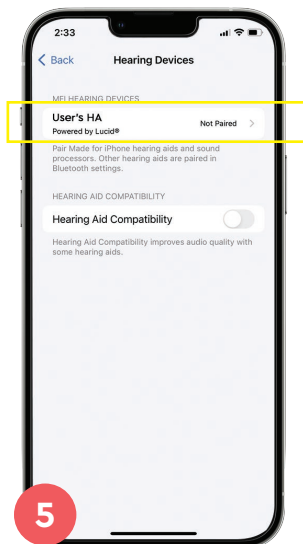
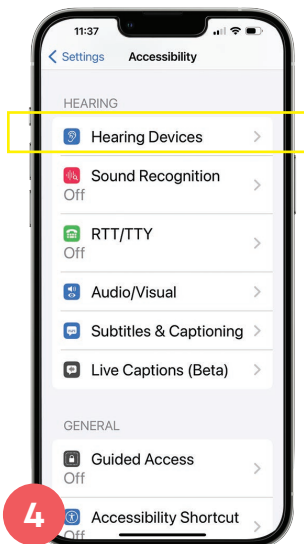
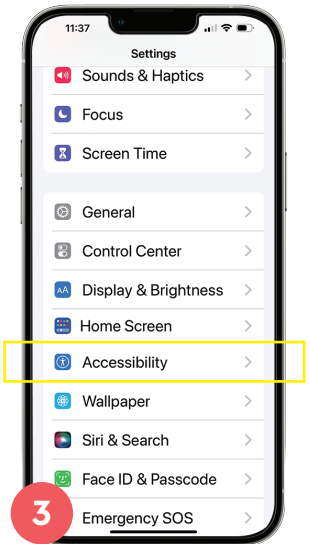
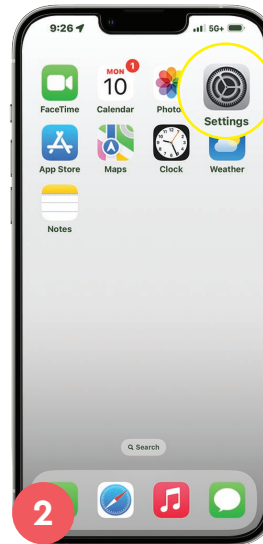
## STEP 3: Pairing/Connecting Hearing Aids to Bluetooth®

### Using Bluetooth to Connect, follow these steps:

Once your app is downloaded, open up your settings to pair hearing aids to your device.

### Let's take it step by step:

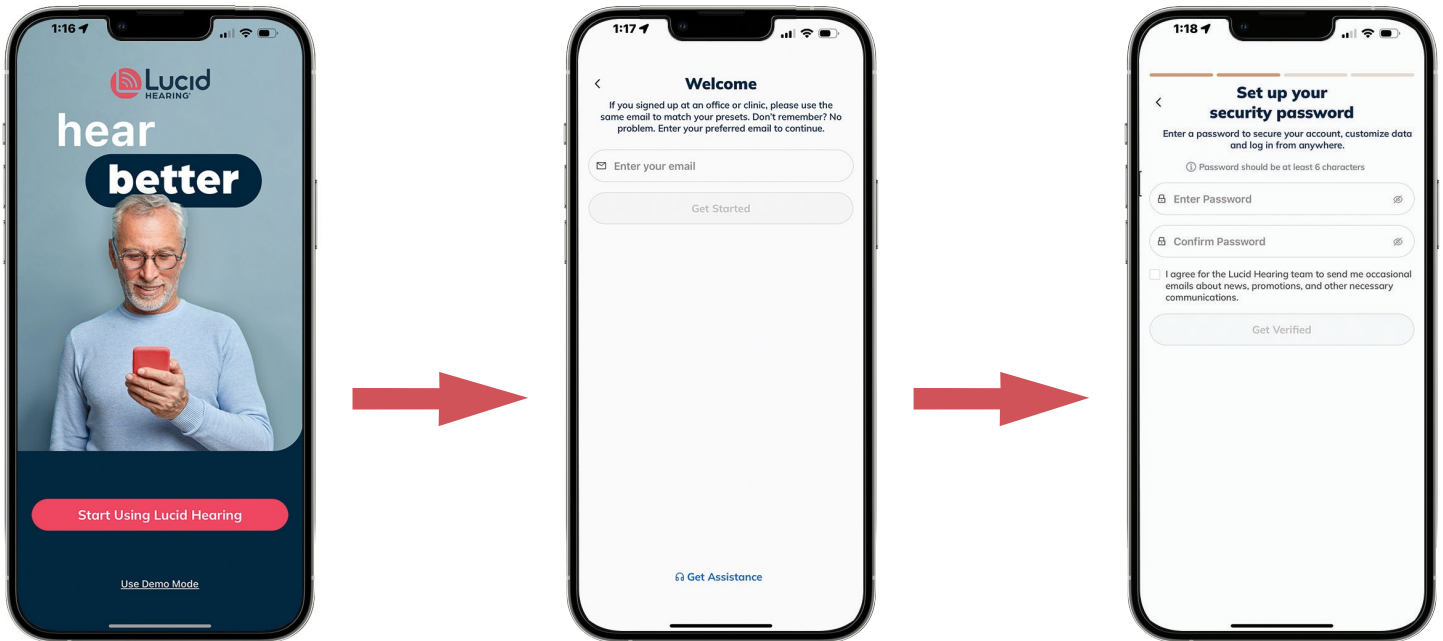
1. Remove hearing aids from the charging case, if applicable.
2. On your phone, go to→ Settings
3. Go to→ Accessibility
4. Go to→ 'Hearing Devices'
  - For best results, unpair any other hearing aid devices that appear before continuing to pair hearing aids.
5. "Device Name" or "(Your Name) HA" should appear, click on this tab
6. Prompt will appear asking to pair twice. Click on **Pair** each time.
7. Hearing aids should now read as connected and are successfully paired.



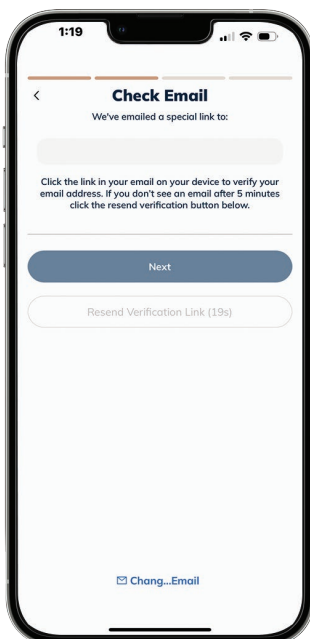
## STEP 4: Pairing/Connecting To App

Open the app and follow these steps:

Once your app is downloaded, open the app and your first screen will be a welcome screen. Click on **Start Using Lucid Hearing** and begin the sign-up process.



**Customers with a current Lucid Hearing account:** Use the email associated with your profile. If you already have a password set up, log in and enter that password. If you do not have a password currently set up, then create a new password to protect your account.

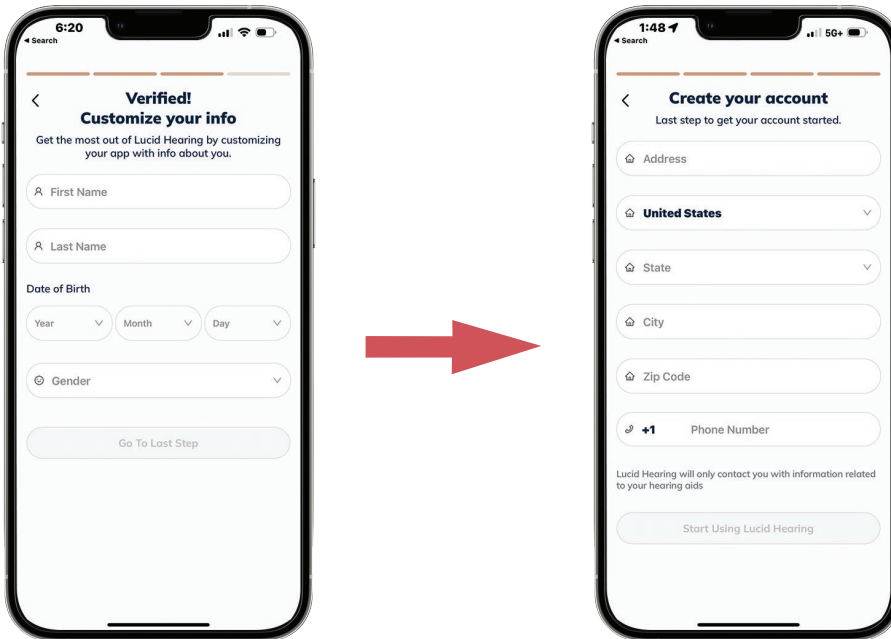


**Customers without a current Lucid Hearing account:** If this is your first time as a customer, use any email you prefer. After creating a password, the system will generate an email to confirm your account. Check your junk mail if you don't see it.

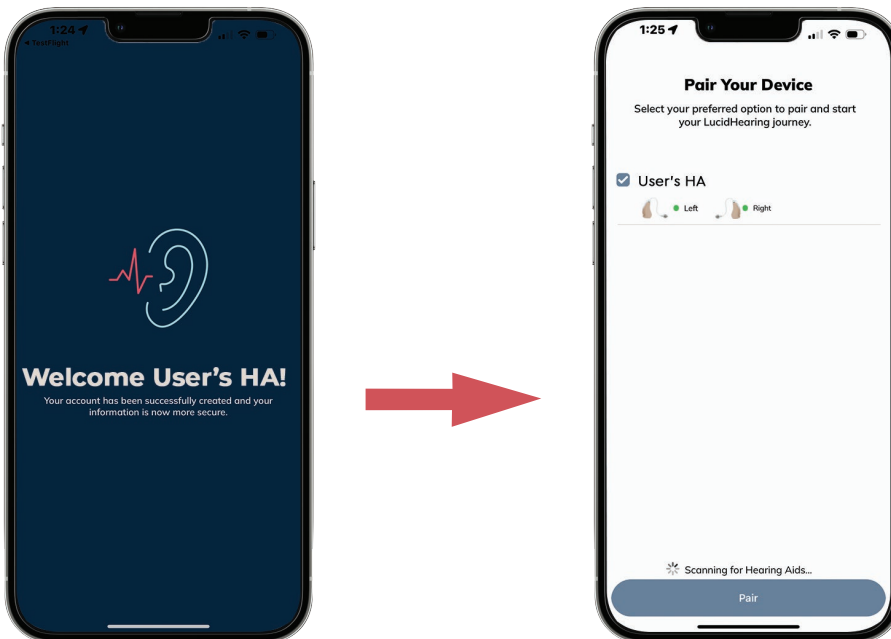
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## STEP 4: Pairing/Connecting To App (Continued)

Once you've received the email and clicked on the link to confirm, you're ready to create your account and start navigating the app.



Once complete, you'll be greeted by a welcome screen. Within the Lucid Hearing app, your hearing aids will appear on the **Pair Your Device** screen.



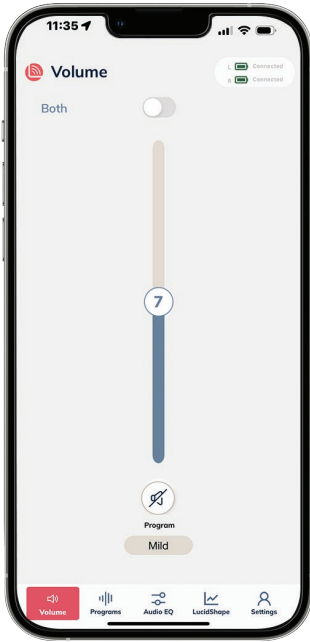
### Pairing:

Your hearing aids should be charged and taken out of their case (if applicable) to power on. Check the box, then click **Pair** at the bottom of the screen.

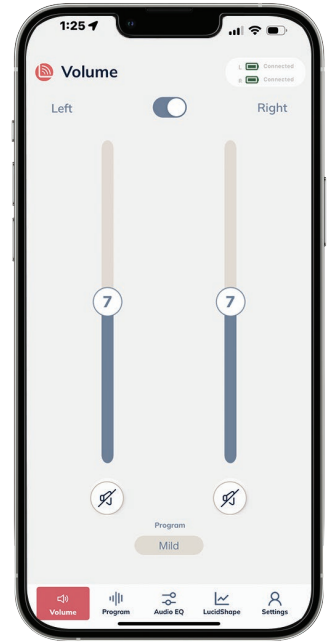
# The Lucid App


## Volume control:

Your app will automatically open to the **Volume** screen where you can adjust the volume of both hearing aids together. To adjust independently toggle the **Both** switch off.



The app will always set the volume to the middle level upon start up or resetting the hearing aids.

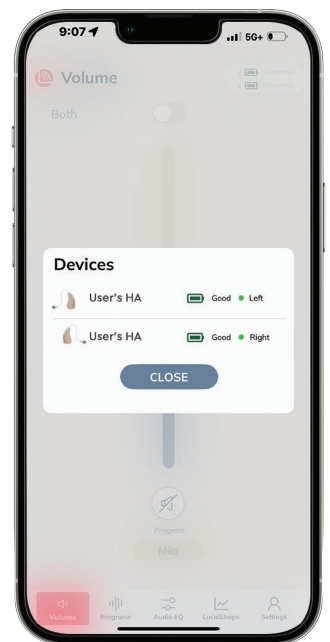


Toggle the switch to the right to allow independent control. Slide the bar up and down to control volume or click  to mute your aids if needed.



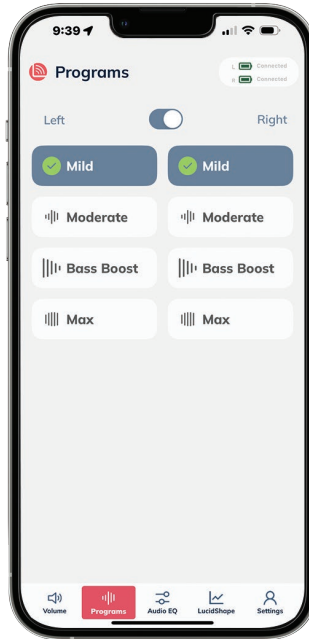
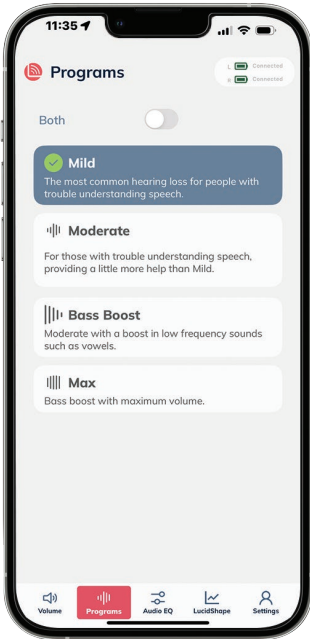
**Hearing Aid Status:** In the top right corner of the **Volume** screen you will see the green and white battery icon box.

By clicking on this box, it will show your connected hearing aids and their battery level charge. To exit the screen, click **Close**.



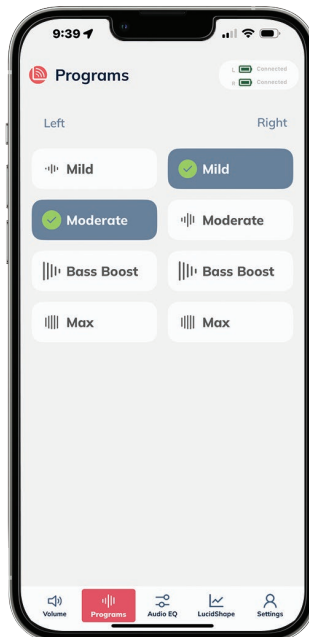
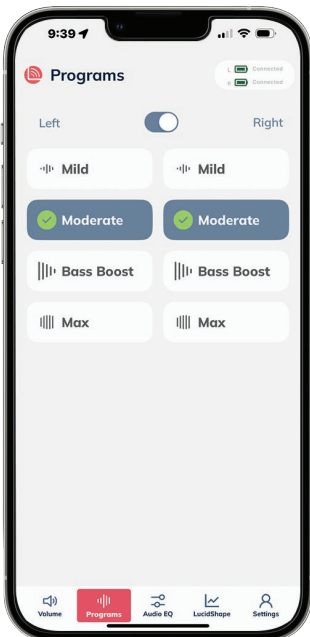
## Programs:

On the **Programs** tab, you will select the desired listening profile for your hearing aids. You can select the same program for both, or select a unique setting for each individual side.



To learn more about each program, visit the instruction manual included with your device.

The **Both** setting will appear when both hearing aids are set to the same program and disappear when unique programs are selected.

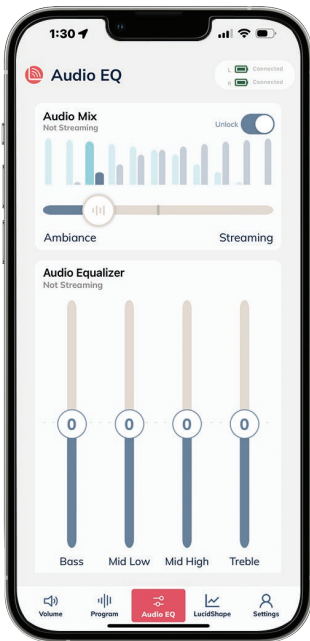


Note: program names will vary depending on product.

The **Programs** tab will allow you to change between listening settings pre-programmed for your convenience. Explore programs for both aids, or toggle to allow independent control of the left and right aid if needed.

## Audio EQ:

The **Audio EQ** offers two very useful features. Explore **Audio Mix** and the **Audio Equalizer** sections below to learn how to customize your listening experience.

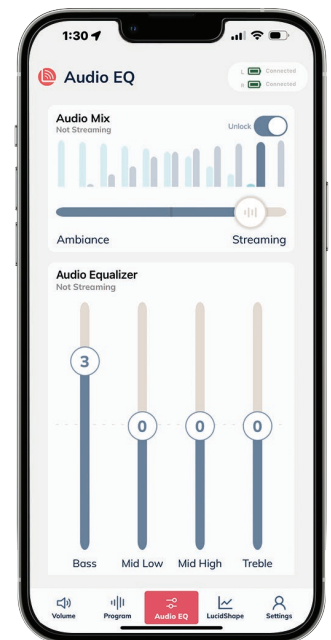


### Audio Mix

The **Audio Mix** allows you to balance Ambiance with Streaming volume in real-time. Drag the switch to the right to hear more of what you're streaming and less ambient background noise, or drag it further to the left to allow more environmental awareness and less audio signal.

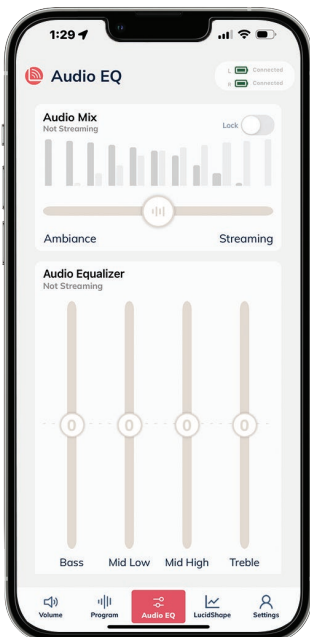
### Audio Equalizer

The **Audio Equalizer** allows you to manipulate four independent frequency ranges (Bass, Mid Low, Mid High, Treble) designed to customize or fine tune your individual streaming preference. You achieve this by simply touching the slide bar and sliding it to the desired position.



### Unlock/Lock

To adjust the audio while media is paused or stopped, unlock by sliding the toggle switch next to the **Audio Mix**. Your changes will be made once you resume listening.



# LucidShape®

LucidShape gives you the ability to adjust specific frequencies according to your listening preferences and needs. Here we will demonstrate how to use LucidShape to adjust your hearing aids.

First, select which hearing aid you would like to adjust at the top of the screen. You can choose to adjust the **left and right individually, or both** together. LucidShape automatically defaults to both.



**Live Environment mode:** listen to the environment around you as you begin to adjust your listening program.



**Balance L+R mode:** both left and right hearing aids will play a tone simultaneously to help you adjust the balance between the hearing aids.

*Note that when you open LucidShape you are automatically adjusting the program you are currently in, but you can manually select to adjust a different program.*



Comprehensive real-time personalization with the ability to manage acoustic volume across any listening environment.

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## LucidShape® (Continued)



**Sweep button:** Within the **L+R** screen, press **Sweep** to run through all the frequencies and play tones from low to high. Listen to each frequency and make adjustments to volume as needed. You can also use the **Balance L+R** screen to touch an individual frequency, which will play that tone as you adjust the volume at that frequency.



To increase volume and sensitivity, just press, hold and drag **upwards**.  
To decrease volume and sensitivity, **drag down**.

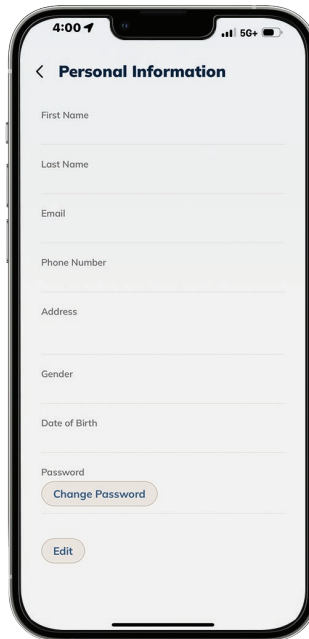
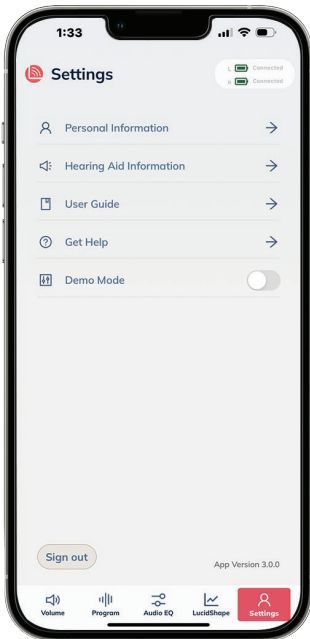
Once you are satisfied with the sound, click **Save** at the bottom left of the screen.  
To start over, click **Reset** and your hearing aids will be reset to their original setting.



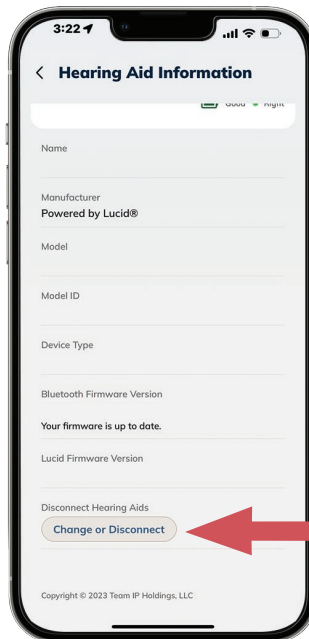
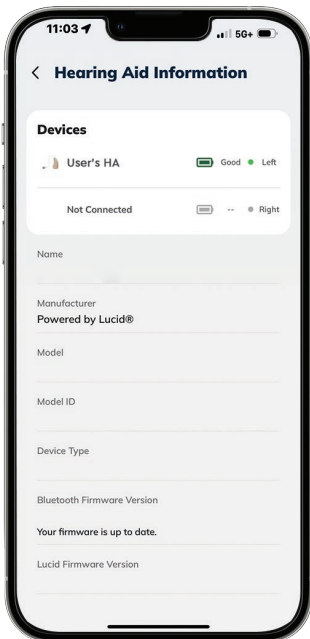
Comprehensive real-time personalization with the ability to manage acoustic volume across any listening environment.

# Settings

Here you will find information about your hearing aids, a helpful **User Guide** for the Lucid Hearing app, LucidShape and support.



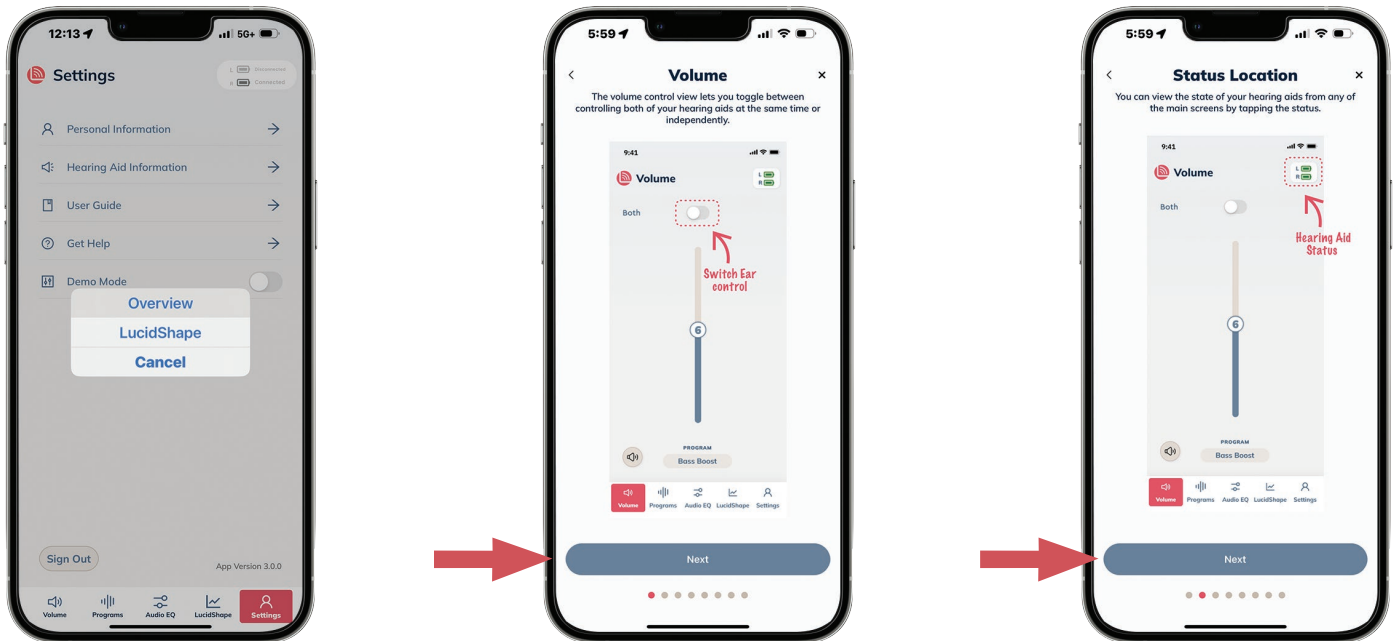
**Personal Information:** Access this tab to update your information.



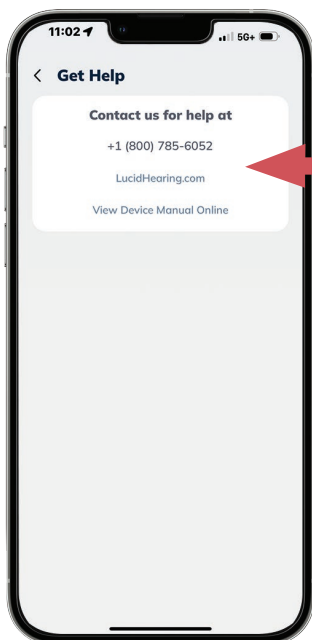
To disconnect, scroll to the bottom of the screen and select **Change or Disconnect**. This will unpair your current hearing aids with the app.

Within the **Hearing Aid Information** screen, you can view firmware information, view the model of your hearing aids, as well as disconnect your hearing aids from the app.

## Settings (Continued)



Inside the **User Guide**, select **Overview** to access useful slides by clicking **Next** to walk you through app.



The **Get Help** tab will connect you with our website as well as our customer support number.

Click on the phone number to reach our representatives and find business hours.

# FREQUENTLY ASKED QUESTIONS

**Q: I'm struggling to use the app. How can I get a representative to help me?**

**A:** You can get access to support three ways:

1. Lucidhearing.com for Chat Support MON-SAT 8AM-6PM CST
2. Email: Support@lucidhearing.com
3. Call: (800) 785-6052 MON-SAT 8AM-6PM CST

**Q: I bought Over-The-Counter hearing aids but still have problems hearing. Why?**

**A:** You may need a hearing exam to determine the recommended steps. You can schedule a free, in-depth examination by visiting one of our hearing centers. Find a location and schedule online at [lucidhearing.com](https://lucidhearing.com) or call (800) 785-6052.

**Q: I hear weird noises when I insert my hearing aid. Why?**

**A:** When inserting your hearing aids for the first time, there can be feedback or whistling if your hearing aids are not fully inserted or you do not have a good seal. Make sure they are completely inserted.

**Q: What's the difference between an Over-the-Counter (OTC) and a prescription hearing aid?**

**A:** OTC hearing aids are designed to help people with perceived mild to moderate hearing loss and require no exam or prescription to purchase. Prescription hearing aids are suitable for anyone with perceived mild and moderate hearing loss as well, but also those with severe or profound hearing loss. They do require a hearing test and prescription provided by a licensed hearing professional. The best way to determine which type of hearing aid is right for you is to have a hearing test to accurately determine your level of hearing impairment.

**Q: Where can I get my hearing tested?**

**A:** Lucid Hearing is proud to offer free hearing tests for people age 19+. We have nearly 500 hearing aid centers nationwide, mainly inside Sam's Clubs. Go to [lucidhearing.com](https://lucidhearing.com) to find a center nearest you. You can also call (800) 785-6052 to schedule a hearing test.

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## FREQUENTLY ASKED QUESTIONS (Continued)

### **Q: How do I know if an OTC hearing aid will work for me or if I should get a prescription hearing aid instead?**

**A:** This answer depends on your level of hearing loss. To get an accurate understanding of your hearing loss, it's best to see a professional and get a hearing test done. Here's a breakdown of the degrees of hearing loss as defined by the American Speech-language Hearing Association to help you understand OTC versus prescription hearing aid performance:

- **Mild hearing loss:** If one-on-one conversations are fine, but you're having difficulty understanding some words when there's a lot of background noise, you may have mild hearing loss. Technically speaking, it's defined as having hearing loss between 26 – 40 decibels.
- **Moderate hearing loss:** At this level, you're asking people to repeat themselves a lot during conversations – in person and on the telephone. People with this degree of hearing loss cannot hear sounds lower than 41 – 55 decibels.

### **Prescription hearing aids are your best solution if you have severe or profound hearing loss:**

- **Severe hearing loss:** If you can't hear people speaking without the use of a hearing aid or other amplification, or you tend to rely on social cues to understand the conversation, you likely have severe hearing loss. People with this degree of hearing loss cannot hear sounds lower than 71 – 90 decibels.
- **Profound hearing loss:** If you have profound hearing loss, you can only hear extremely loud conversation or sounds – and even then, it's difficult to understand without a hearing aid or cochlear implant. People with this degree of hearing loss cannot hear sounds lower than 91+ decibels.