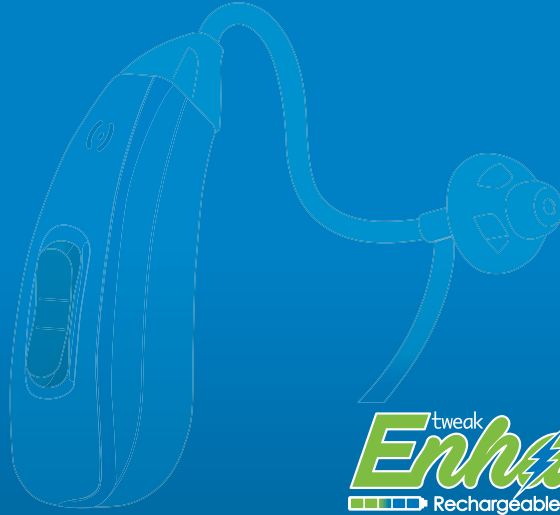


enhance user manual



⁷tweak
Enhance
Rechargeable Hearing Amplifier

congratulations

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

Tweak Enhance is a sophisticated sound amplifier utilizing innovative 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 Enhance 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.







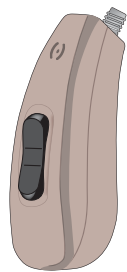


table of contents

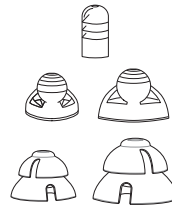
box contents	6	troubleshooting	45
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wearing tweak enhance	18	before you begin	25
using tweak enhance	36	open the app	26
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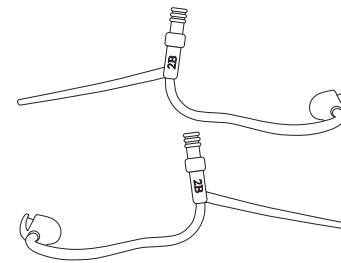
box contents



tweak enhance amplifier

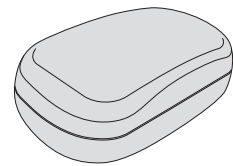


sound tips



sound tubes
size 2B, left and right

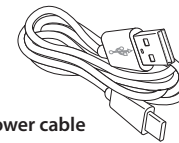
Contents shown represent a single amplifier. A pair of devices includes 2 amplifiers, 4 sound tubes, and 2 of each size of sound tip (for a total of 10 tips).



carrying case



charging base



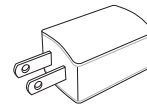
power cable



cleaning line



cleaning tool



power block

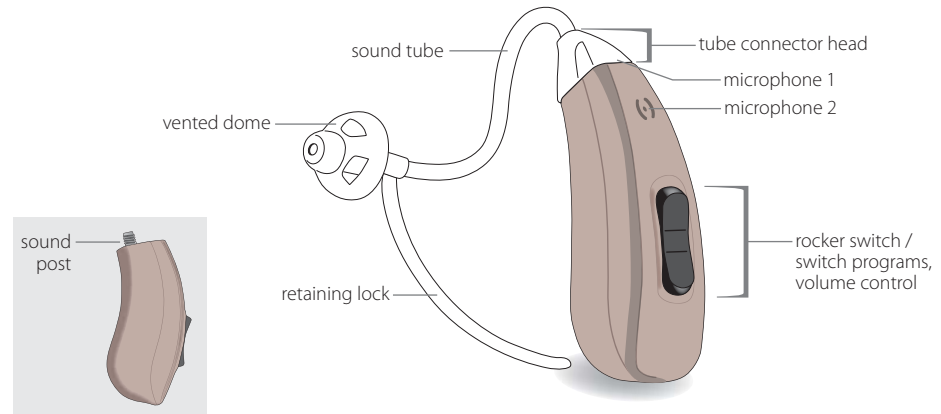


tweak enhance manuals

user manual, quick start guide, and warranty



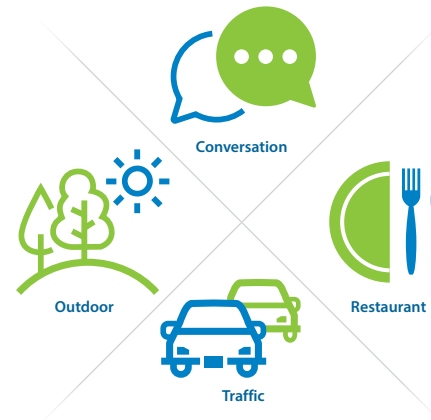
tweak enhance components



introduction

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

The amplifier has four listening modes: **Conversation**, **Restaurant**, **Traffic**, and **Outdoor**.



charging information

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

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

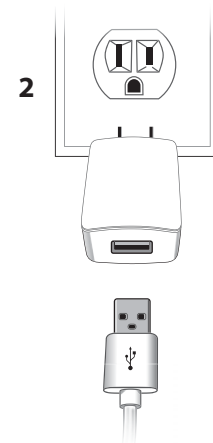
When not in use, turn off the amplifier to prevent

unnecessary battery drain. Refer to page 36 for instructions on turning power on/off.

CHARGING TIME / BATTERY LIFE	
Time to fully charge	Approximately 3 hours
Battery life of full charge	Approximately 20 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 20 hours.</i>

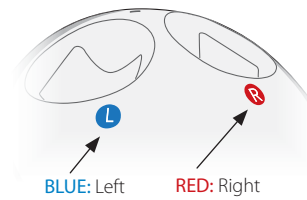
charging information continued

Tweak Enhance 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.



The charging base is marked with blue and red circles. Place each instrument in the correct port.

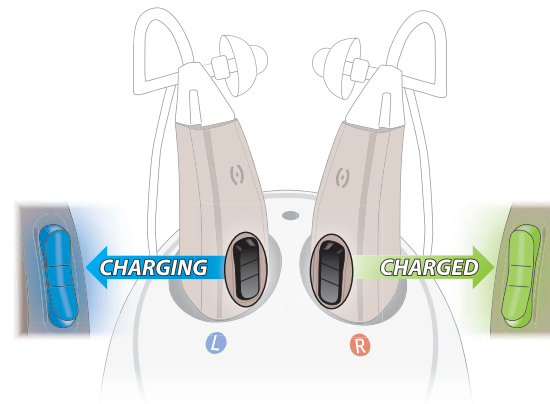
Fully charge Tweak Enhance before proceeding to setup. The amplifier battery will be fully charged in about 3 hours. Leaving the device in the charging base will not damage the battery. It will not overcharge.



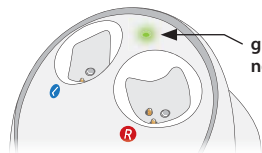
Do not attempt to replace the battery by yourself. Removing or attempting to remove the battery will void the warranty. Contact Tweak Hearing for further assistance at 1-888-815-3240.

charging information continued

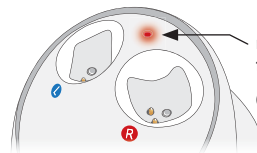
Place the amplifier in the charging base. If the amplifier is on, it will shut off automatically when placed in the charger. The rocker switch will glow blue while charging. When fully charged, the rocker switch will glow green.



Voltage Status Indicator



green light on base —
normal operation

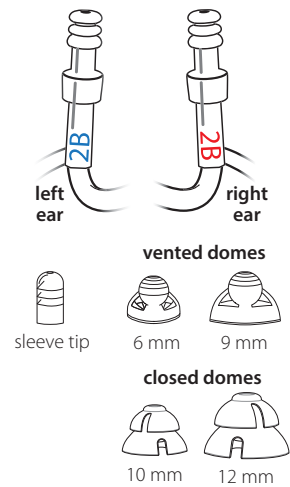


red light on base —
fault in the instrument, base, cable or adapter
Call 1-888-815-3240 for assistance.

preparing for use

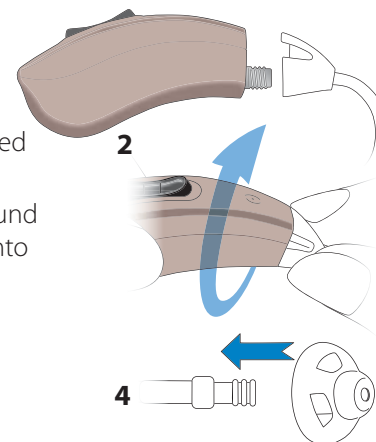
Tweak Enhance comes with two standard sound tubes (size 2B, left and right). Tubes are marked with red lettering for the right ear and blue lettering for the left ear. There are a variety of tips included with your Tweak Enhance. We suggest starting with the small sleeve tip as it will work for most 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

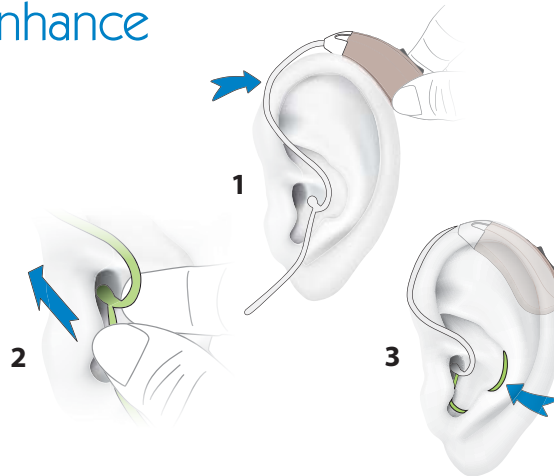
- 1 Choose either the left or right sound tube (pictured on opposite page).
- 2 Align the sound tube connector end with the sound post on the amplifier. Twist the tube clockwise onto the sound post until it's snug.
- 3 Choose a tip/dome to use with the sound tube (pictured on opposite page).
- 4 Align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

wearing tweak enhance

- 1** Place Tweak Enhance 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.



- 4 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.



APP GUIDE



using the app to
program your devices





APP GUIDE



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APP GUIDE



The Tweak Enhance™ app's primary feature is to customize the user's preferred profile settings that will provide a great fit and comfortable hearing experience.

 *Due to improvements made to the app over time, your app may look and act differently from what is shown in this manual. If so, follow the instructions within the app.*

APP GUIDE

download the app

Option 1

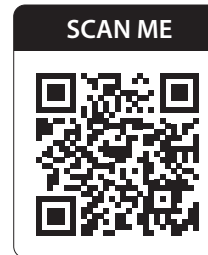
Visit and search in The App Store or Google Play for the Tweak Enhance app.



Tweak Enhance

Option 2

Open up the camera on your smart phone. Scan the QR code to the right to download the app.



Use with iPhone 5 or above with iOS 9 or higher; Android 6 or above.

before you begin

Make sure...

- Bluetooth on your smartphone is turned on.
- Your amplifier is fully charged.
- Your amplifier is within 5 feet of your smartphone.
- You're using iPhone 5 or above with iOS 9 or higher; Android 6 or above, screen size 4" or larger.



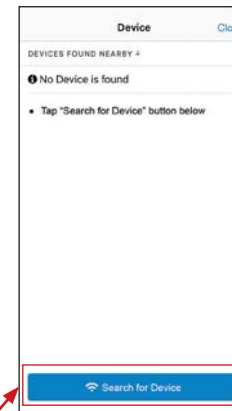
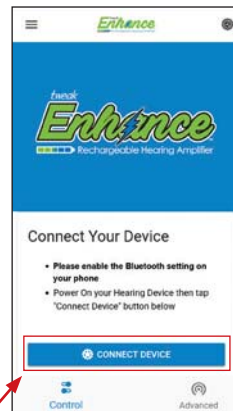
APP GUIDE

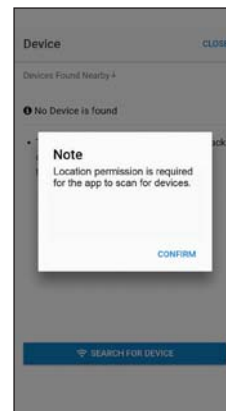
open the app



Tweak Enhance

Follow prompts to connect your device.

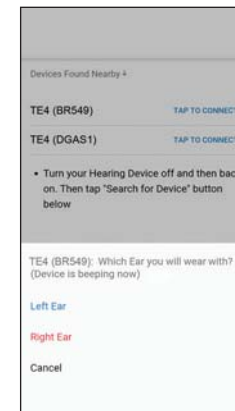
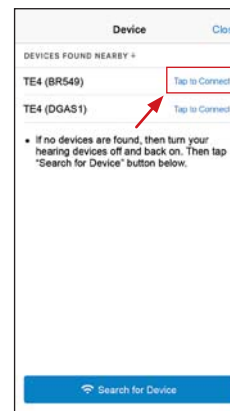




Connect

Connect devices one-by-one for the appropriate ears.

Devices are labeled TE4 (xxxx) with (xxxx) being an internal identifier.



APP GUIDE

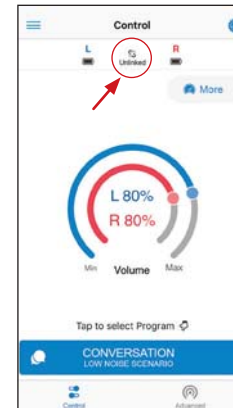
using the app

Control

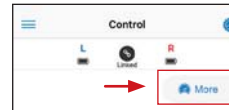
Adjust the volume with the circular slider.

Control volume for both devices (linked) OR individually (unlinked).

Tap chain link to switch between linked or unlinked volume control.



APP GUIDE



“More” options

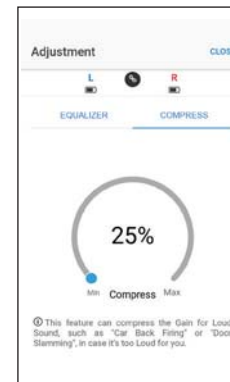
Additional adjustments are available by tapping **More** on the screen.

EQUALIZER

Adjust individual frequency bands.

COMPRESS

Adjust gain for loud sounds.



APP GUIDE

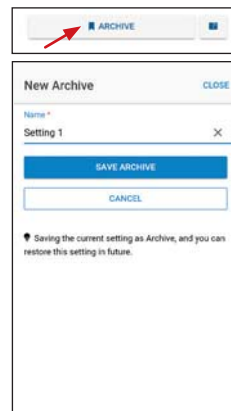
using the app continued

ARCHIVE

Use the **ARCHIVE** function to save and retrieve your favorite settings.

To save a setting, click the **ARCHIVE** button, name your setting, click **SAVE ARCHIVE**.

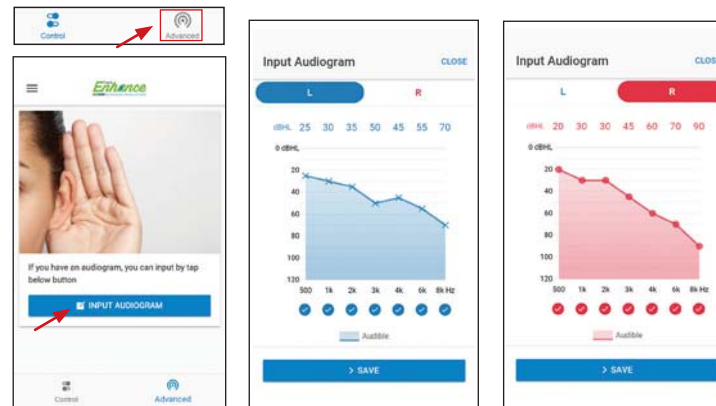
To use a saved setting, click the folder icon, select the desired setting, click **APPLY TO DEVICE**.



“Advanced” Option

The **Advanced** option allows you to input an audiogram.

Once you input left and right parameters, click **SAVE**.

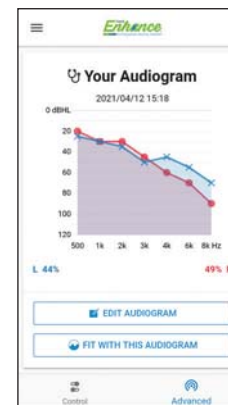


APP GUIDE

using the app *continued*

Your audiogram is shown. Choose **EDIT AUDIOGRAM** or **FIT WITH THIS AUDIOGRAM**.

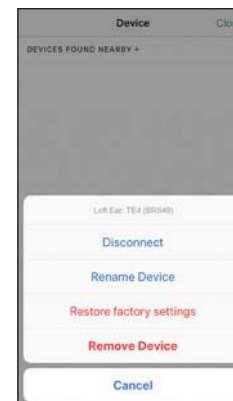
To return to the primary control screen, click on **Control** at the bottom.



Device Options

Device options are available by clicking on the gear icon in the upper right corner.

On the next screen, click the ... beside each device to choose an action.

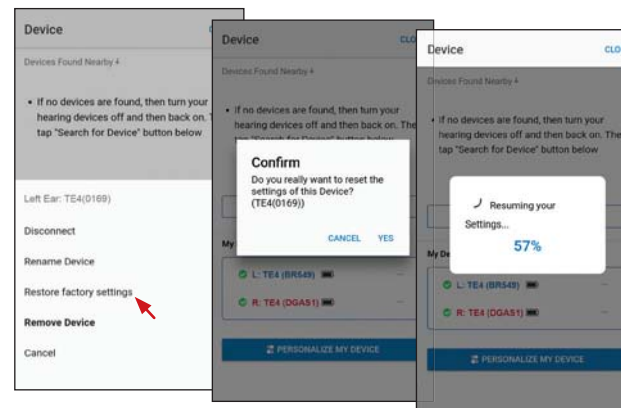


APP GUIDE

using the app continued

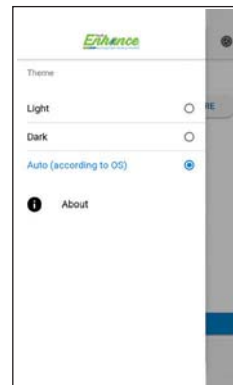
Resetting (Restore Factory Settings)

Select **Restore factory settings** and follow the prompts to reset the devices.



Menu Button

App theme and **About** are available by clicking on the menu button in the upper left corner.

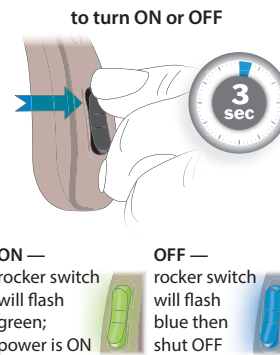


using tweak enhance

Turning ON and OFF

To turn ON, press and hold the **upper portion** of the rocker switch until you hear a beep (approx. 3 seconds) then release. While you are holding the rocker switch, it will turn green. The green light will turn off once the amplifier is ON.

To turn OFF, again press and hold the **upper portion** of the rocker switch until you hear a beep (approx. 3 seconds) then release. While you are holding the rocker switch, it will turn blue. The blue light will turn off once the amplifier is OFF.

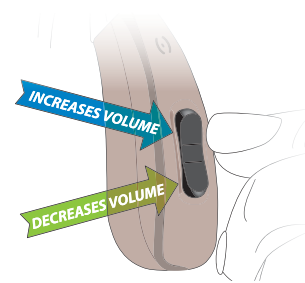


Volume Control

The rocker switch is used as a volume control. Pressing the upper portion of the rocker switch increases the volume, while the lower portion reduces the volume.

As you increase/decrease the volume, you will hear beep sounds for each sound level.

Level 1	Level 2	Level 3	Level 4 MAX Volume
Beep	Beep	Beep	2 Beeps
Level 1	Level 2	Level 3	Level 4 MIN Volume
Beep	Beep	Beep	2 Beeps



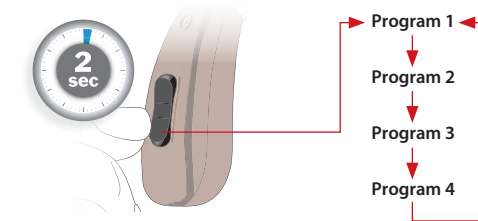
Once setup is complete, every time you turn on your Tweak Enhance, it will revert to the last program and volume setting you used.





using tweak enhance continued

Memory Switch

When the hearing instrument is turned ON, it will revert to the last program and volume setting.

To switch programs, press and hold the lower portion of the rocker switch for two seconds then release. Do the same to switch to the other programs.



Program	Suitable for	Indicator
1	 Conversation	1 Beep
2	 Restaurant	2 Beeps
3	 Traffic	3 Beeps
4	 Outdoor	4 Beeps

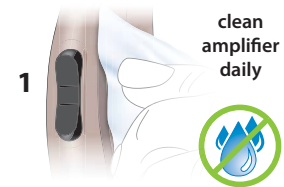
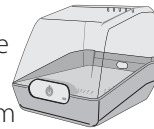


care

Cleaning the Exterior

- 1 You should inspect and clean your Tweak Enhance 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



clean
amplifier
daily

1

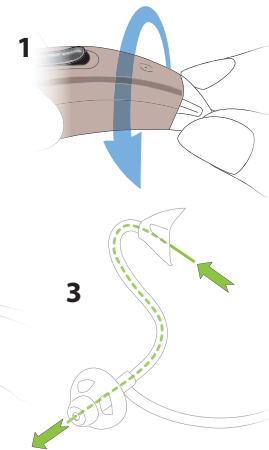
most amplifier repairs are
caused by moisture and earwax



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 Enhance's electronics.

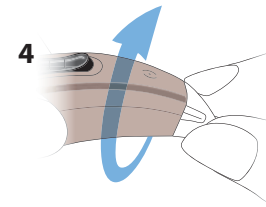
Cleaning the Tip and Tube

- 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 Enhance amplifier for an extended amount of time, follow the steps below:

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

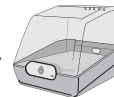
DryCaddy Disc



Dry-Brik Mini



DryBoost UV



tweak tips



Place your Tweak Enhance 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 Enhance 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 Enhance 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 Enhance when using a hair dryer or when at the beauty salon, spa or barber.

Don't apply hair spray when wearing your Tweak Enhance. It can damage the microphone or other components.

Don't wear Tweak Enhance while taking a bath, shower, or while swimming.

Don't store Tweak Enhance 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 Enhance. Contact a hearing healthcare professional if you suspect any change in your hearing condition.

Your Tweak Enhance may need to be reset. See page 34 for instructions.

troubleshooting continued

Whistling (“feedback”)

Your Tweak Enhance 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.

Try adjusting the equalizer via the Enhance app - decrease the higher frequencies.

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 41.)

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 Enhance may need to be reset. See page 34 for instructions. Once reset, begin on page 26.

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



Warranty

See warranty card for more information.

Owner information

Each Tweak Enhance 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





FCC ID: 2AX37-TWEAKENHANCE



This device complies with FCC Rules Part 15. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference and (2) this device must accept any interference that may be received, including interference that may cause undesired operation.
NOTE: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.
Frequency Range: 2.402-2.48 GHz



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.

TW ENHN USR MNL 0521 Rev A

FCC Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

RF warning for Portable device:

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.