

Link by Eargo

Use & Care User Guide (part 2)

[Front page]

(Link by Eargo logo)

Use & Care

(User Guide part 2)

Welcome to Eargo!

Thank you for choosing Link by Eargo earbuds, our first ever Over-the-Counter (OTC) hearing aid with Bluetooth streaming audio.

The earbuds are designed to be worn as a pair for optimal hearing aid and streaming performance.

We hope you enjoy the experience. To get started hearing life to the fullest, please read this Use and Care guide.

Please also read the included Technical & Regulatory Information guide and note the safety, warnings, cautions, regulatory information before use.

Important: Before use, please scan the QR code, or call (800) 615-9000 to register your product.

FCC ID: 2BDFPEARLGOLINK

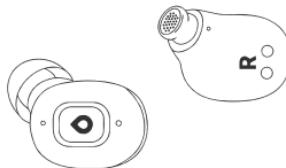
QR Code (GS1 type QR Code) that points
to <https://www.eargo.com/register>



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What's Included



1 pair of Link by Eargo Earbuds (Left & Right)



Closed Eartips:

1 pair each small, medium and large sizes

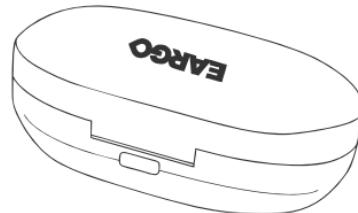


Open Eartips:

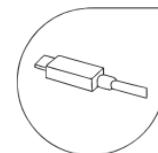
1 pair each small, medium and large sizes
Medium eartips are pre-fitted onto your earbuds.



1 Brush Tool



1 Charger



1 USB-C to USB-A cord



2 User Guides:

1 Technical & Regulatory Info guide
1 Use & Care guide

Get To Know Your Earbuds

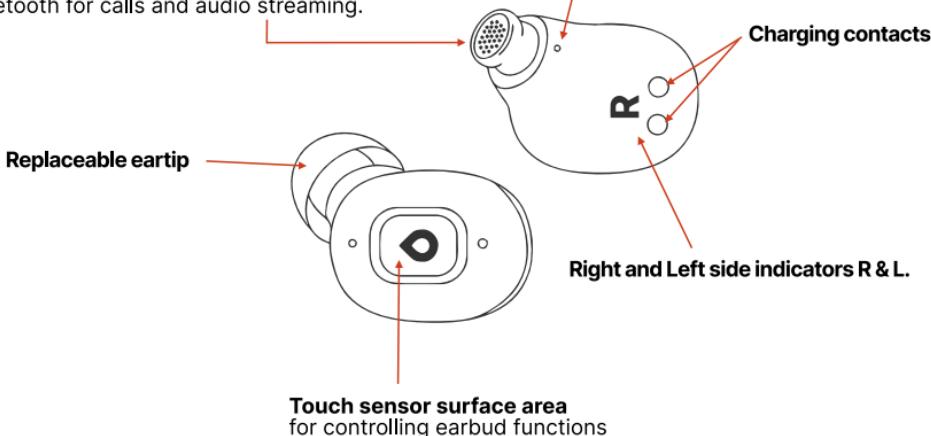
Receiver/sound outlet

This is where amplified sound exits, for listening.
Earbuds support hearing aid mode and wireless
Bluetooth for calls and audio streaming.

Earbuds support hearing aid mode and wireless
Bluetooth for calls and audio streaming.

Microphones/sound inlets

These are where sound enters, for processing.
3 microphones per earbud enable advanced
audiological processing and active noise
cancellation.

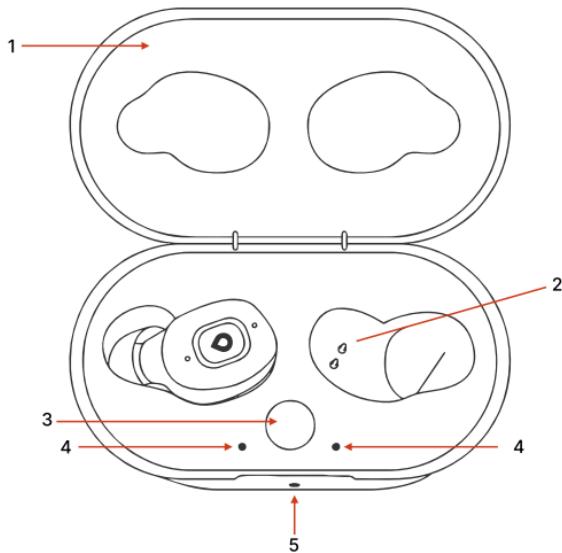
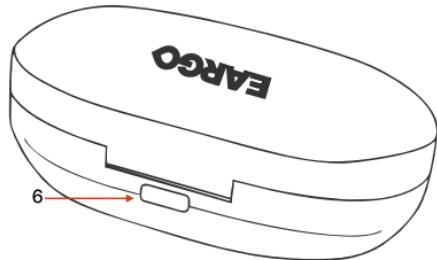


Earbuds each contain a permanently installed rechargeable battery.

Get To Know Your Charger

- 1. Lid**
- 2. Charging contacts**, inside charging cradles
- 3. Push Button** - for Bluetooth pairing
- 4. Earbud Status LEDs** - for the battery level of each earbuds
- 5. Charger Status LED** - for the battery level of the charger
- 6. USB-C connection port** - for connecting the charger to power

The charger is the safest place to store your earbuds when not in use. For prolonged storage, place the earbuds inside, then disconnect the charger from power, and close the lid.



What The LEDs Mean

There are 3 LEDs: one for the Left earbud, one for the Right earbud and one for the charger.



Solid Green: >90% charged



Pulsing Green: 75% - 90% charged



Pulsing Yellow: 25%-75% charged



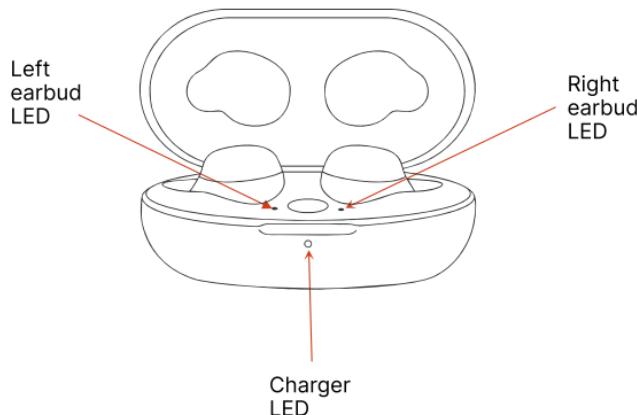
Pulsing Red: <25% charged



Pulsing Blue: Bluetooth pairing



Solid Blue: Paired state



Charge Your Earbuds

Charge the Left earbud in the left cradle, and the Right earbud in the right cradle.

Position each earbud so that the eartip is facing outwards, the Eargo logo is facing upwards, and the L/R marker is facing downwards.

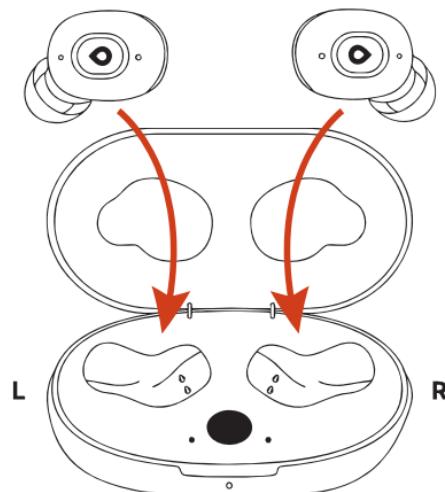
The gold contacts on the earbud align with the gold contacts in the charging cradle. Earbuds turn off while inside charger.

Close the lid while charging.

The earbuds last up to X hours on a single charge. It takes about X hours to charge the earbuds from empty to full.

The earbuds will announce "Low battery". Depending on your usage, you will have ~x minutes remaining use.

Note: Earbud battery life depletes faster when in streaming mode.



Charge Your Charger

Your charger contains an internal battery that charges your earbuds on-the-go. This charger battery needs to be charged in order to charge your earbuds.

To charge your charger, plug the supplied USB cable into the USB-C port on the back of the charger. Then, connect the larger end to a USB power outlet, or to a USB wall plug adaptor.

A fully charged charger will provide X recharges to the earbuds.

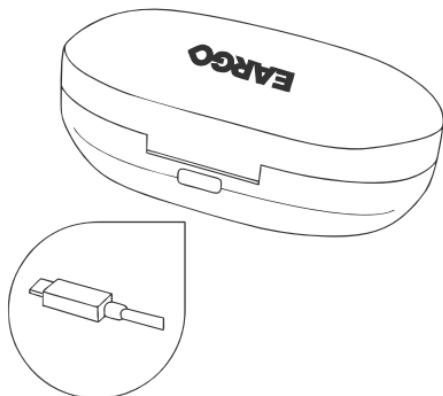
It takes about X hours to charge the charger from empty to full.

Only use the USB cable supplied in the packaging.

Use a plug adaptor that supports 5V/1A or 5V/2A.

Choose somewhere other than the bathroom to charge, as long-term exposure to moisture can harm your charger or earbuds.

Specifications: Charger uses 5V, 1.2A. Ensure power outlet does not exceed 5V.



How To Wear Your Earbuds - Inserting Them

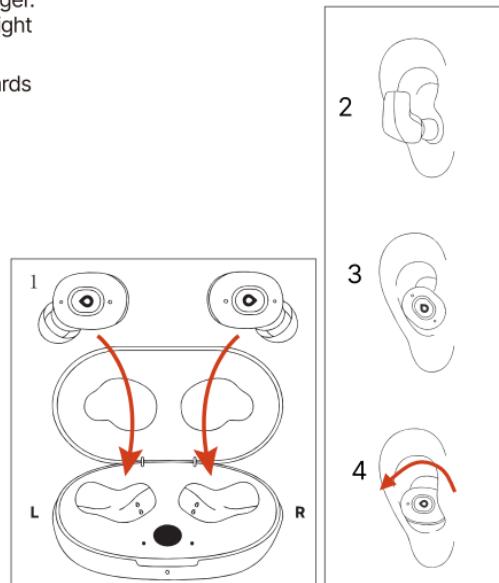
Earbuds will automatically power on when removed from the charging cradles. They power on in the last program used. For first time use, they power on in program 1.

1. Grasp the body of the earbud and lift out of the charger. Check the side indicator: L is for left ear and R is for right ear,
2. Hold the earbud so that the eartip is pointing downwards and the gold contacts are facing towards you.
3. Gently place the earbud into your ear canal.
4. Twist the earbud towards the back of your head. You should feel it settle into place.

The earbud should feel snug in your ear and remain securely in place.

See "Find the perfect fit", page 14 for information about eartip sizes and styles.

Link by Eargo is designed to fit in most adult ears. Do not force the earbud into your ear to the point of pain or discomfort.



How To Wear Your Earbuds - Removing Them

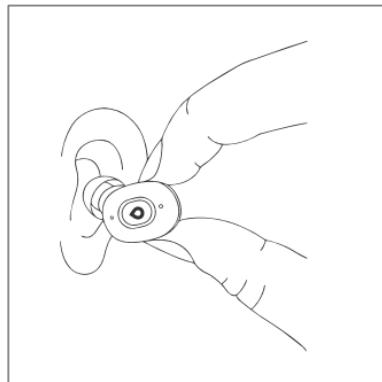
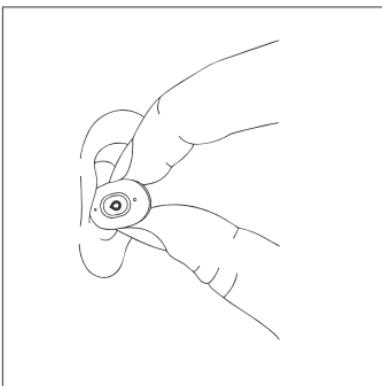
Grasp the earbud with your fingers and gently pull to remove.

You may need to twist the earbud towards your nose when removing.

Check the eartip. Sometimes eartips can turn inside-out during removal.

If this has happened, use your fingertips to push and roll it back into position.

We recommend cleaning the earbuds after use. See
pages 17 and 18 for instructions.



Pair Your Earbuds

Pair your earbuds to a compatible device to experience audio streaming, and to control earbud volume and settings from the paired device's controls.

First, ensure that Bluetooth is switched on in your device settings. Then, follow one of the methods below to set your earbuds in discovery mode for pairing.

Method 1 - in-charger pairing:

Place both earbuds inside charger. Keep the lid open.

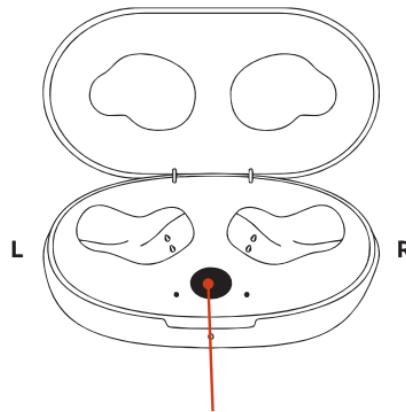
Press and hold the push button on the charger for 3 seconds.

Pulsing blue LEDs will appear.

Tap on "Link by Eargo" in your device's Bluetooth list.

Solid blue LED will appear for 5 seconds once device is paired. Remove earbuds from charger and place in ear.

Use your paired device to stream and control phone calls and audio.



Press and hold the push button on the charger for 3 seconds

Pair Your Earbuds, Continued

Method 2 - in-ear pairing:

Place earbuds in ears.

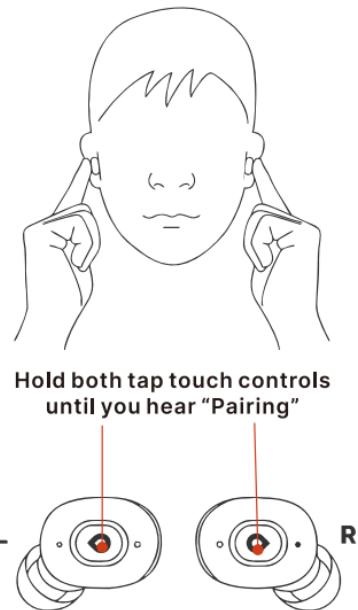
Touch and hold each bud for 5 seconds until you hear "Pairing".

Tap on "Link by Eargo" in your device's Bluetooth list.

Earbuds will announce "Connected".

Use your paired device to stream and control phone calls and audio.

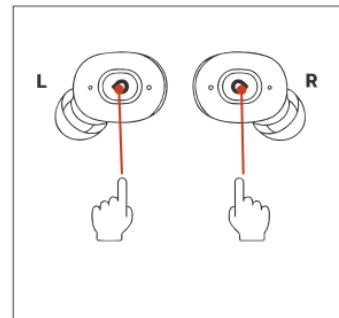
You can manage your pairing connection within the paired device's Bluetooth list under Settings. Selecting "disconnect" will disconnect the earbuds. Selecting "forget" will delete the pairing altogether.



Select Mode With Touch Control - Hearing Aid

When in hearing aid mode, a tap, double tap, or short press on the earbud touch control interface will change their mode. See the table below for details.

In hearing aid mode	Touch timing	Result	Indicator
Single tap	Less than $\frac{1}{2}$ second	Play paused music/audio	none
Double tap	Less than $\frac{1}{2}$ second x 2	Move to next listening program in both ears	Program 1 Program 2 Program 3 Program 4
Short Press	1 sec	Mute/unmute: the amplification volume is muted or unmuted	<input type="checkbox"/> "mute" / double beep

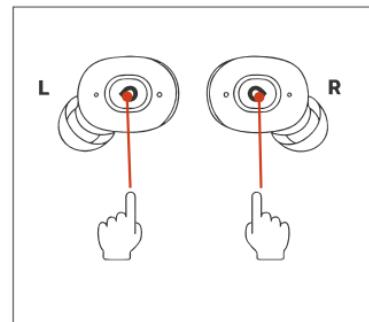


Select Mode With Touch Control - Phone

When streaming phone calls, a tap, double tap, or short press on the earbud touch control interface will change their mode.

See the table below for details.

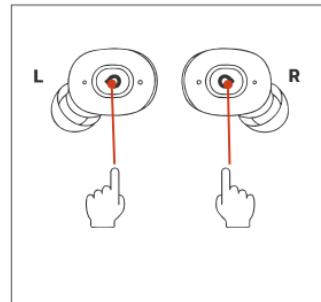
In phone call mode	Touch timing	Result	Indicator
Single tap	Less than 1/2 second	Answer call	Dependent on paired mobile device
Double tap	Less than 1/2 second X 2	End call, or Reject incoming call	Dependent on paired mobile device



Select Mode With Touch Control - Audio Streaming

When streaming audio, a tap or short press on the earbud touch control interface will change their mode. See the table below for details.

In audio streaming mode	Touch timing	Result	Indicator
Single tap	Less than ½ second	Pause: music or audio stream is paused	none
Double tap	Less than ½ second X 2	ANC on or ANC off: Activates or turns off Active Noise Cancelation	<input type="checkbox"/> ANC on" or "ANC off"



Find The Perfect Fit - Eartips

Your earbuds come with medium open eartips attached.

Choose a size that fits your ear canal comfortably - not too tight, not too loose. Medium size fits most people..

Which eartip style is right for me?

You may want to change the style of tip depending on your listening situation.

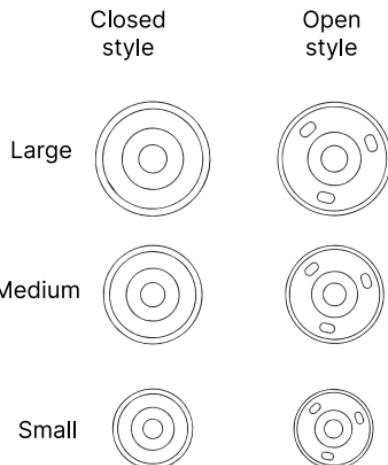
Open style eartips

work well for using Link as hearing aids. They are a good choice for listening to speech, especially if you struggle to hear soft and high pitch sounds on the treble part of the spectrum. Open eartips are less blocking. They amplify the high pitch sounds, while allowing low pitch sounds in through the holes, so your ears can process the bass parts normally. This results in a more natural sound quality. Many people find that open eartips are helpful for understanding speech, so try them out for live conversation.

Closed style eartips

work well for streaming audio. Link's Active Noise Cancellation (ANC) will be most effective with closed eartips. We recommend using them for streaming, in flight and anywhere else you'd like to block out the background and focus. Closed eartips provide a sound quality that some people prefer for music streaming. Try them out to experience the difference.

You are the expert, so try out each style in different situations and choose what works best for your unique needs. Read on to learn about how to remove and replace eartips.



Remove Eartips

To remove the eartip from the earbud:

1. Grasp the earbud in one hand
2. Grasp the eartip in the other hand
3. Pull apart. The eartip will decouple.

It may help to use your thumb or fingertip to peel the eartip away on one side first.

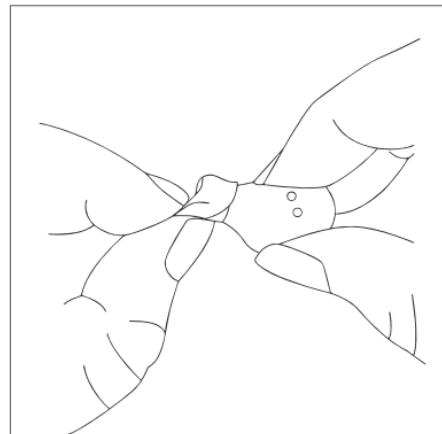
When to throw away an eartip:

Discard eartip if you see any wear and tear, or sooner if desired.

When to reuse an eartip:

If it is intact, showing no signs of wear and tear, you may soak the eartip in a mix of Dawn dish soap and clean warm water.

Rinse with clear water and dry the eartip thoroughly before reuse.



Replace Eartips

To replace an eartip onto the earbud:

1. Place the eartip onto a flat, well lit surface. The stem of the eartip should face upwards. If you are using open eartips, you will not see the holes if the stem is pointing up.
2. Grasp your earbud in the other hand. Align the sound outlet of the earbud over the stem of the eartip.
3. Press the sound outlet into the stem. Check for secure attachment with a gentle tug.

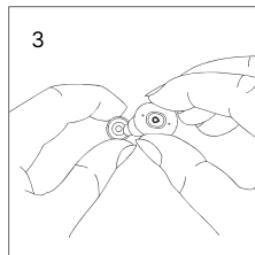
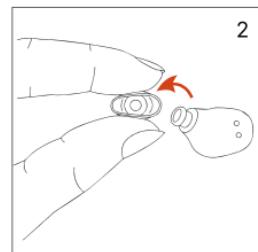
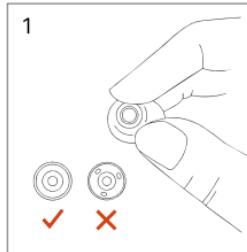
You can also hold the eartip in your other hand and follow steps 2 to 3.

For all sizes and styles of included eartip, the stem of the eartip should fit snugly over the lip on the earbud's sound outlet.

Practice removing and replacing eartips over a table or countertop.

Only use compatible Link by Eargo eartips. Do not attempt to couple a different eartip to the earbud.

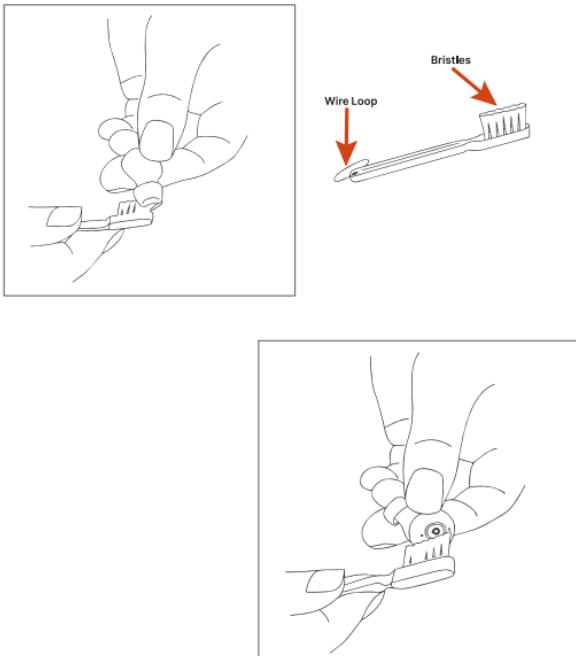
Need more Link eartips? Shop accessories at eargo.com or call us at (800) 615 9000 to order.



Daily Care

It is very important that you brush the earbuds clean after use. Wax, oil or other debris can get into the sound outlet and microphones, which may cause decreased sound quality or even blockage.

1. Clean the eartips. With the eartips attached, use the bristles to brush the silicone and the sound outlet area. Use the wire loop to remove any visible wax.
2. Clean the microphones. Use the bristles to brush the three sound inlets.
3. Clean the charging contacts. Use the bristles to brush the gold contacts clean.
4. Wipe. Use a lint free cloth (not included) over the entire earbud to complete the daily cleaning process.



Deeper Cleaning

Deep cleaning with Blu Tack putty and 70% isopropyl alcohol wipes will ensure your earbuds remain in good working condition. Perform deeper cleaning at least once every two weeks.

Remove the eartip. Brush around the sound outlet to remove wax and debris. Then, perform the following steps.

Wipe first. Use the alcohol wipe all over the earbuds.

Use the putty. After you wipe the earbuds, knead the putty and make it into a roll or a ball.

- Hold the putty in one hand and the earbud in the other.
- Gently press the putty into the Sound Outlet and peel it away. Do this a few times. This should clean up the mesh where amplified sound exits the earbud.
- Gently press the putty into the microphone areas and peel it away. Do this a few times. This should clean up the mesh where sound enters the earbud.
- Repeat on the other earbud.

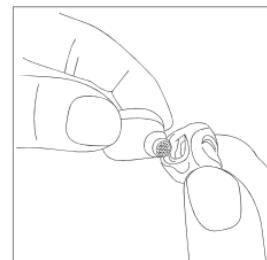
Wipe again. Reuse the alcohol wipe all over the earbuds one more time, to remove any residue.

Don't forget! Your charger needs cleaning too. Use a 70% isopropyl alcohol wipe to remove dust, debris and wax from the cradles and contacts.



Putty: used to remove debris off device

Wipes: used before and after putty, to clean off the device.



Getting Used To Hearing Aids

Please be patient as you adapt to your earbuds. Hearing aids provide access to soft, high pitch sounds that you may have become unfamiliar with over time. Hearing “too much” is a common sensation in the first weeks of wear. Your brain needs time to adjust and re-learn what to pay attention to and what to filter out.

Spend some time in each of the four listening programs to see which is the most comfortable. Your earbuds will process speech best if you are within 10 feet of the sound source and looking towards it. The noise reduction is sophisticated, but it cannot reduce background sounds to zero, just as normal-hearing ears cannot do this.

You may notice your own voice sounds different. This sensation tends to improve over time with consistent wear. We recommend using the open style eartips to help with this.

Touching the microphones can result in feedback – a whistling, ringing or buzzing sound from the earbud. If you experience feedback often, we recommend using a larger size eartip, or a closed style eartip.

Aiding your hearing is an important step that you've taken. To learn more about your journey, visit eargo.com to read our blogs and articles.

Troubleshooting

PLACEHOLDER

FCC

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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment

(800) 615-9000
eargo.com

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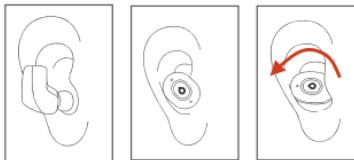
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UPC

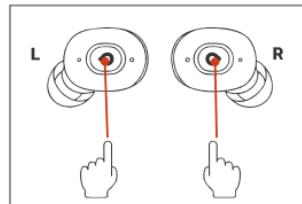
Link By Eargo Quick Start Guide



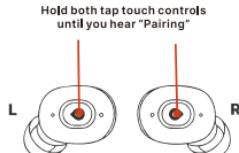
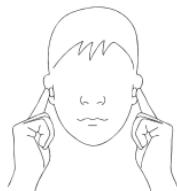
1. Scan this QR code to register.



2. Insert earbuds into ears.



3. Double-tap the touch sensor surface to find the hearing aid program that suits your needs.



4. Pair earbuds to your Bluetooth device for audio streaming.

5. Refer to the Use & Care Guide for full details on wear, care and maintenance of your Link by Eargo product.

Visit Eargo.com for more information.
(800) 615-9000

LBL0334-001 Rev A