

TRēO™ by iHEAR®

3-IN-1 HEARING AMPLIFIER

USER GUIDE

iHEAR®
iHear Medical, Inc.

Personal Sound Amplification Product

INTENDED USE OF THE TRēO

The TRēO is a personal sound amplification product intended to amplify environmental sound for non-hearing impaired consumers. The TRēO is not intended to compensate for hearing impairment or to address listening situations that are typically associated with and indicative of hearing loss.

ENJOY THE TRēO WHILE

- Listening to lectures with a distant speaker
- Listening to soft sounds that would be difficult for normal hearing individuals to hear (e.g., distant conversations)
- Hunting (listening for prey)
- Bird watching

If you have any questions regarding the use of this product, please contact iHear Medical customer support at 1-844-iHEAR-44 (1-844-443-2744).

WHAT'S INCLUDED

Red marking refers to the right ear TRēO
Blue marking refers to the left ear TRēO

- 1x iHEAR TRēO hearing amplifier
- 6 iHEAR batteries
- Sport Lock for secure fit
- 1 Pack cleaning wipes (2x)
- Assorted Tips to fit most
- Carrying case
- User guide & Easy Setup guide (not shown)

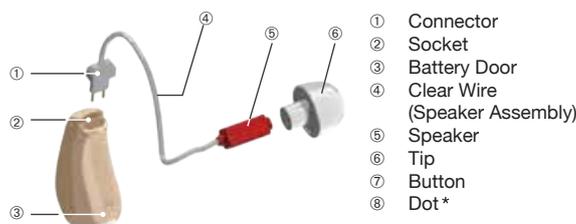


USE ONLY iHEAR TIPS - DO NOT USE other manufacturer's Tips as they are **NOT COMPATIBLE** with the iHEAR TRēO.

STANDARD TIP SET (9mm Tip attached to TRēO)



DESCRIPTION



Button is used to select your Sound Profile & Boost Level

*RED DOT for Right TRēO and BLUE DOT for Left TRēO

Door open TRēO is OFF | Door close TRēO is ON

1 Tip Sizing & Selection

<https://www.ihearmedical.com/treo-video-1>

Selecting the correct Tip size for your ear canal

Determine your size by using the Closed Tip - use only Closed Tip to start.

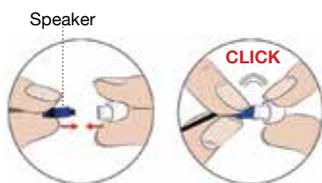


Start with the Tip that's already attached to the TRēO.

- ▶ Too tight? Go down a size. Too loose? Go up a size.
- ▶ Each ear canal may require a different Tip size.

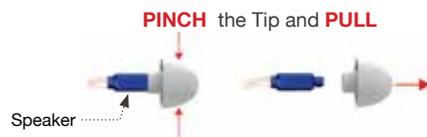
2 Connecting the Tip to the Speaker

You will feel a light click as the Tip locks in.



Tip(s) should be securely attached to the speaker.

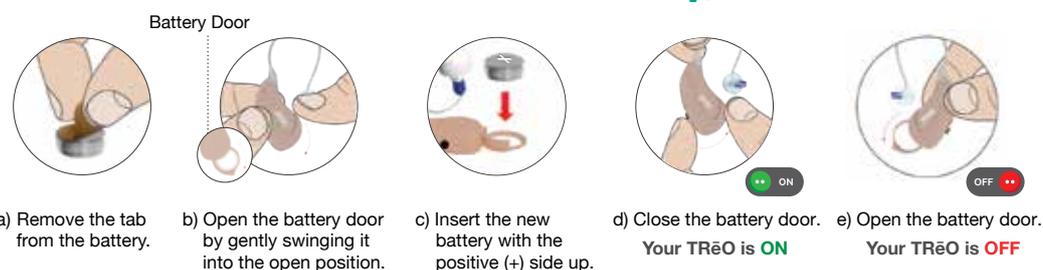
Removing the Tip from the Speaker



3 Inserting the Battery and turning the TRēO On & Off

<https://www.ihearmedical.com/treo-video-3>

You will hear the startup melody when the TRēO is turned ON.



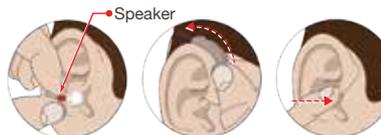
The Battery Door is removable. Should it come off when opening or closing, gently snap the battery hook to the pin.

Keep batteries out of children's reach. Contact a medical professional immediately if batteries are swallowed.

iHEAR batteries are available through our on-line store at www.ihearmedical.com or through customer support at 1 (844) iHEAR44 (1-844-443-2744).

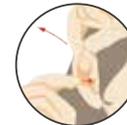
4 Inserting the Tip into your ear canal

<https://www.ihearmedical.com/treo-video-2>

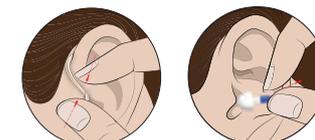


- Gently **INSERT** the Tip (attached to the speaker) into your ear canal (blue - left | red - right).
- TUCK** the TRēO behind your ear.
- Gently **PUSH** the Tip into your ear canal to ensure it fits securely.

Correct Tip size should feel snug but comfortable in the ear canal and no whistling (feedback).



Removing the TRēO from your ear canal



- GRAB** the Clear Wire.
- PULL AWAY** from your ear.

Make sure that the Tip comes out with the TRēO. In case the Tip gets stuck in your ear canal, DO NOT attempt to remove it yourself. Immediately seek the assistance of a medical professional to remove the Tip.

Pulling your ear, up or back, may help facilitate proper insertion of the Tip into the ear canal.

5 Tip Selection Guide

CLOSED TIPS



VENTED TIPS



- ▶ With Closed Tips, it may feel a little plugged up (occlusion effect) but should feel comfortable.
- ▶ With Vented Tips, it should feel secure and comfortable without the plugged up feeling (occlusion effect)
- ▶ Replace Tips after 30 days of use for optimal performance and hygiene.

- ▶ Your left and right ear canal may require different Tip sizes.
- ▶ Feeling too plugged up? Try a Vented Tip.

RECORD YOUR TIP SIZE L R

Contact a medical professional immediately if Tips are swallowed.

6

Remove the TRēO (s) from the ear(s) before proceeding.

With the TRēO(s) out of your ear(s) **TURN ON** the TV & **ADJUST** the volume until speech is **relatively loud**.

Now **PLACE** the TRēO (s) on your ear(s) and gently insert Tip into ear canal.

TV VOLUME



7

Selecting your Sound Profile

With the TV adjusted to a volume where you perceive speech to be **relatively loud**.



If you experience feedback, use a larger size Closed Tip

PUSH (short press) the button and release to select your Sound Profile. Each push cycles to the next profile, the number of beeps indicate the

Sound Profile setting you are in. **SELECT** the Sound Profile with the best speech clarity, voice intelligibility and overall sound quality.

Settings revert to default Sound Profile #1 every time the TRēO is turned on/off by opening and closing the battery door.

PROFILE #	SOUND PROFILE	BEEPS
#1	MILD	1
#2	MODERATE	2
#3	HIGH PITCH 1	3
#4	HIGH PITCH 2	4

8

Optimizing your Sound Profile Volume

TURN ON the TV & **ADJUST** the volume until speech is **barely audible**.



If you experience problems understanding soft speech level, boost your Sound Profile Volume by pressing the button for 2 seconds (long press) until you hear a high frequency beep. Repeat the volume boost for improved loudness and intelligibility. You have a maximum of 2 level boosts. You will hear a tone when the level has successfully boosted. You will hear 3 beeps when maximum volume is reached. To return to default volume boost setting, you must open and close the battery door.

ACTION	FUNCTION
SHORT PRESS	Change Sound Profile (1-4)
LONG PRESS (2 sec)	Boost Volume

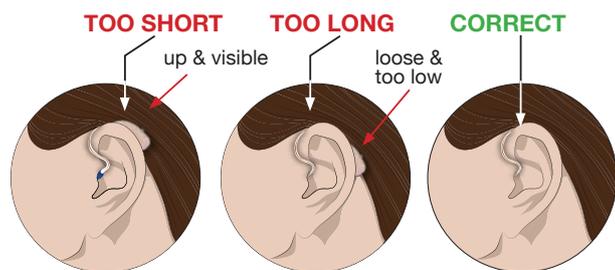
Left and right may have different boost levels due to different listening preferences.

YOUR LEFT EAR SOUND PROFILE# CIRCLE YOUR BOOST LEVEL [NO BOOST]

YOUR RIGHT EAR SOUND PROFILE# CIRCLE YOUR BOOST LEVEL [NO BOOST]

9 The TRēO Clear Wire

Verify the correct length of the Clear Wire by checking your ear. First insert the Tip in your ear canal, then tuck the TRēO behind your ear.



- Too Short** Clear Wire feels tight and the TRēO is pulled up and visible over the ear.
- Too Long** Clear Wire feels loose and the TRēO dangles behind the ear.
- Correct** Clear Wire is flush to the side of the ear and the TRēO is securely hidden behind the ear.

If the Clear Wire is too long or too short, please contact iHEAR Customer Support with a photo of the TRēO worn for evaluation. If the size is incorrect, Customer Support will arrange to exchange for the correct size Clear Wire.

10 Replacing the Clear Wire

<https://www.ihearmedical.com/treo-video-5>

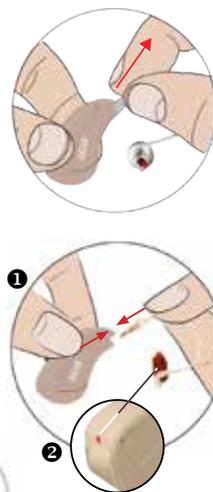
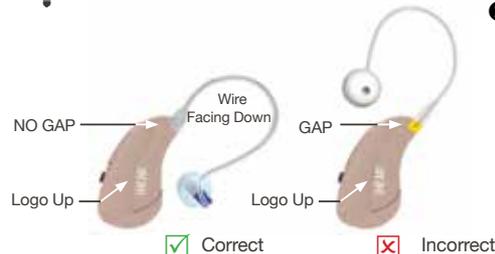
Removing the Clear Wire

HOLD the Clear Wire and **PULL UP** and away from the TRēO.

Attaching the Clear Wire

- PUSH** the Clear Wire connector firmly into the TRēO's socket.
- Make sure the Speaker color matches the Dot color next to the battery door on the TRēO. Attach the Right/Left connectors to the corresponding Right/Left sockets.

Clear Wire should curve down as shown.

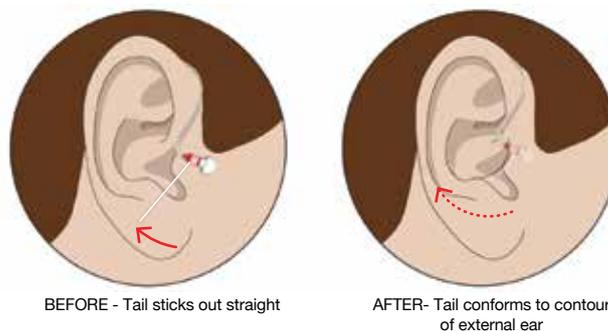


11 Attaching the Sport Lock to the iHEAR TRēO

- REMOVE** the Tip from the speaker (Red-right or Blue-left).
- LINE UP** the sport lock with the tail pointed to the speaker (as shown).
- SLIDE** the sport lock onto the speaker until it is about halfway down.
- REPLACE** the Tip - You will feel a light **CLICK** as the Tip locks in.

Using the Sport Lock with the iHEAR TRēO

To use, **INSERT** the Tip into your ear canal (see Step 4). After insertion the tail of the sport lock sticks out straight away from your external ear lobe. **TUCK** the tail of the sport lock securely into the bottom external portion of your external ear to secure properly.



12 Troubleshooting Guide

Feedback Control

- Always start by checking the physical fit of the Tip.
- Often the easiest way to stop feedback is to increase the size of the Tip or switch from Vented to Closed Tip.

IF USING CLOSED TIP	IF USING VENTED TIP
Increase size of the TIP	Try Closed TIP

Soreness in the ear

- Decrease the size of the Tip. If it still persists, check the size of the Clear Wire. It may be too long, or too short.
- You may moisturize the outside rim of the Tips with a small amount of water for easier insertion.
- Tips must be changed after 30 days of use for best performance and hygiene.

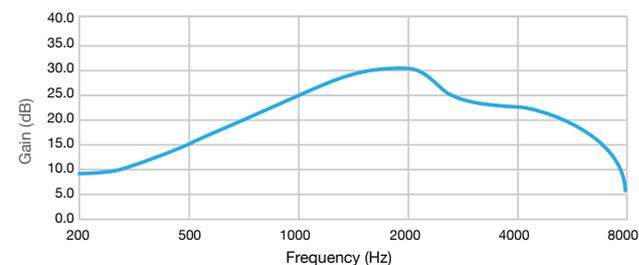
Feeling too plugged up? Try a Vented Tip. (If you experience feedback, use a different size Closed Tip.)

Decreased volume

Change the Tip even if it looks clean and retry.

TECHNICAL SPECIFICATIONS

MODEL: TRēO TYPICAL IN-EAR AMPLIFICATION - SOUND PROFILE 2
CLOSED TIP - MAXIMUM VOLUME BOOST



Maximum Sound Output	115 dB SPL
HF Average OSPL90	110 dB SPL
Maximum Peak Gain	30 dB
Frequency Range	200 Hz - 8000 Hz
Total Harmonic Distortion	1% (ANSI S3.22)
Equivalent Input Noise	13 dB SPL Maximum
Battery Type	312 Zinc Air
Battery Life (ON)	170 Hours
Storage Temperature	60°F - 85°F (16°C - 29°C)
Humidity	30% to 90% RH

Storing the TRēO outside of the specified temperature range may cause the TRēO to fail.

iHear Medical, Inc.
Limited One Year Warranty

This warranty is extended to the original purchaser of the TRēO and covers defects in material and workmanship for a period of one year from the date of purchase of the TRēO.

If the TRēO contains a defect in material or workmanship, iHear Medical, Inc., at its option will repair or replace the TRēO at no charge except for transportation to and from the point of service. It is the purchaser's responsibility to return the TRēO directly to iHear Medical, Inc. after receiving authorization to return for warranty evaluation.

This warranty does not cover breakage or failure due to tampering, misuse, carelessness, improper maintenance, excessive wax build-up, accidents, liquid exposure or modification. The warranty is void if the TRēO is repaired by anyone other than iHear Medical, Inc.

Warranty Returns

Contact Customer Support to obtain a warranty return authorization RMA (Return Material Authorization) number through any of the following:

- Toll Free: 1-844-IHEAR44 (1-844-443-2744)
- Email: support@ihearmedical.com

IHEAR will only accept authorized warranty returns with a RMA number labeled on the package.

Information & Explanation of Symbols

This symbol indicates that it is important for the user to pay attention to the relevant warning notices in the user guide.

Batteries and PSAPs may not be thrown away as normal household waste. Please dispose of batteries and old or unused PSAPs based on local regulations and at your local waste disposal sites intended for electronic waste. Proper disposal protects the environment and health.

Informational notice.

Complies with PB lead-free restrictions.

Complies with restriction of the use of certain hazardous substances in electrical and electronic equipment.

13 Care & Maintenance

Use the Carrying Case to store your TRēO and supplies.



Carrying Case

Clean the TRēO using the Cleaning Wipes.

IMPORTANT

DO NOT USE isopropyl alcohol or alcohol-based products to clean the TRēO. This may damage the TRēO and void the warranty.



DO NOT wash the TRēO with soap and water.



MOISTURE PROTECTION RATING: IP57

Moisture Protection Rating: 7 (IP CODE)
Particle Protection Rating 5 (IP CODE)

The TRēO employs special nano-technology for moisture protection.

The nano coating protects against moisture, ear-wax, and corrosion. The special coating attaches a nanometer-thin polymer layer over the entire TRēO, which becomes part of the material for the entire life of the TRēO.

Replace Tips after 30 days of use for optimal performance and hygiene.

- iHEAR batteries, Cleaning Wipes and Tip replacements are available through our on-line store at www.ihearmedical.com or through customer support at 1 (844) IHEAR44 (1-844-443-2744).
- Visually check your Tips to ensure they are not soiled or damaged. If damaged, replace immediately.
- Earwax build-up on the Tip may obstruct sound delivery and reduce the volume, or degrade the sound quality. Clean the TRēO daily, and replace the Tip every 30 days of use to avoid earwax contamination.
- When you plan not to use your TRēO for a prolonged period of time, remove the battery from the TRēO to prevent battery corrosion and damage to the TRēO.
- The TRēO is designed to withstand incidental water exposure.

NO USER SERVICEABLE OR REPAIRABLE PARTS INSIDE

iHEAR iHear Medical, Inc.
15250 Hesperian Boulevard #102
San Leandro, CA 94578 USA
Tel +1 (844) IHEAR44 (1-844-443-2744)
support@ihearmedical.com
www.iHearMedical.com

TREO-GUIDE
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