



# ENGAGE®

powered by Lucid®

## PREMIUM RECHARGEABLE OTC HEARING AIDS

Android or iOS device  
compatible but not required  
to use the hearing aids

**MANUAL  
ENGLISH**



# Welcome Aboard!

We're honored you've chosen to be a part of the Engage® family! Our commitment to you is simple:  
*To help you hear better!*

Your journey to better hearing begins now. Every successful journey has a guide to help you get the most out of the adventure! There are two key guides at your disposal. This booklet is a quick and easy reference for you to get started. And for additional details and information, be sure to check out our "how to" video series at [engagehears.com](https://engagehears.com)!

*Let's get started!*

## **WARNING: If you are younger than 18, do not use this.**

You should talk to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 or older.

This OTC hearing aid is for users who are 18 and older. People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.

## **WARNING: When to See a Doctor**

If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT).

- Your ear has a birth defect or an unusual shape.
- Your ear was injured or deformed in an accident.
- You saw blood, puss, or fluid coming out of your ear in the past 6 months.
- Your ear feels painful or uncomfortable.
- You have a lot of ear wax, or you think something could be in your ear.
- You get really dizzy or have a feeling of spinning or swaying (called vertigo).
- Your hearing changed suddenly in the past 6 months.
- Your hearing changes: it gets worse then gets better again.
- You have worse hearing in one ear.
- You hear ringing or buzzing in only one ear.

## **WARNING: This hearing aid should not cause pain when inserting it.**

Remove this device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to FDA as an adverse event according to the instructions that appear later.

## **Caution: This is not hearing protection.**

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.

**Caution: The sound output should not be uncomfortable or painful.**

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.

**Caution: You might need medical help if a piece gets stuck in your ear.**

If any part of your hearing aid, like the ear tip, gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part farther into your ear, injuring your eardrum or ear canal, possibly seriously.

**Note: If you remain concerned, consult a professional.**

If you try this device and continue to struggle

with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

**Note: What you might expect when you start using a hearing aid.**

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.

People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.

If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially

in situations that make you tired from listening—for example, noisy environments.

**Note: Tell FDA about injuries, malfunctions, or other adverse events.**

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them "adverse events," and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc.

Instructions for reporting are available at <https://www.fda.gov/Safety/MedWatch>, or call 1-800-FDA-1088. You can also download a form to mail to FDA.

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## Getting Started

1. Get familiar with the Engage® and what's in the box
2. Download the Lucid Hearing App from the App Store onto your mobile device.
3. Pair the hearing aids to your mobile device
4. Select tips for a perfect fit
5. Put the hearing aids on your ears
6. If fit needs further adjusting, reference the included Engage® Tube Fit Guide
7. Listen to what you hear, trying out each of the 4 pre-configured Profiles
8. Stream some music or make a phone call!



## What's Inside

- 1 pair of Engage® Hearing Aids
- Rechargeable Case
- USB Charging Cable
- 5 pair Closed Ear Tips
- 4 pair Vented Ear Tips
- 1 Cleaning Tool
- 10 Wax Stops and Replacement Tool
- Engage® Tube Fit Guide
- User Manual



Charging Case



Charging Cable



Closed Ear Tips



Wax Stops

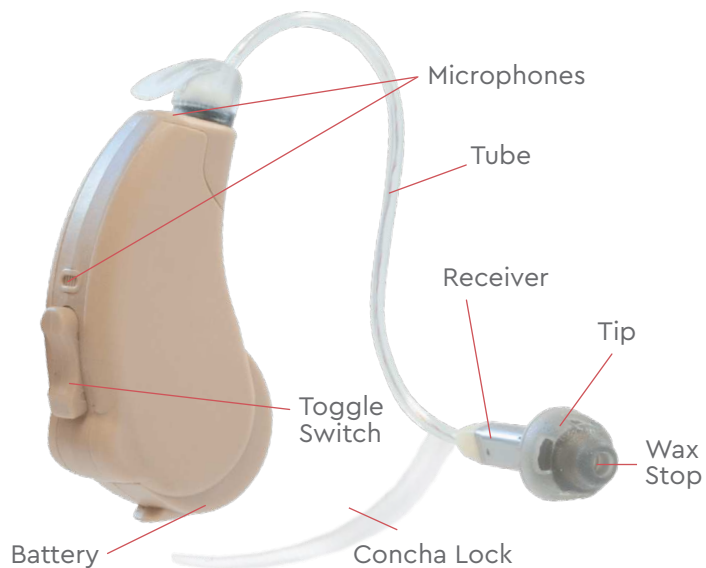


Cleaning Tool

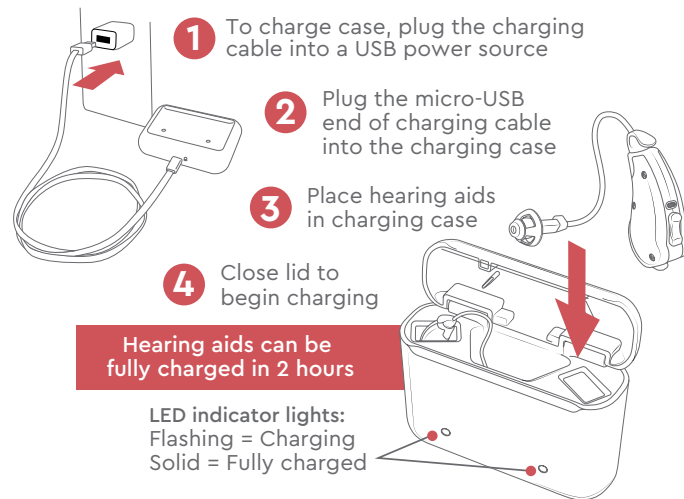


Vented Ear Tips

## Getting to Know Engage®



## Charging Instructions



The hearing aids shut off when inserted for charging and will automatically turn on when removed from the charging case. The charger will not overcharge your batteries.

Expected battery life: 16 hours\* between charges

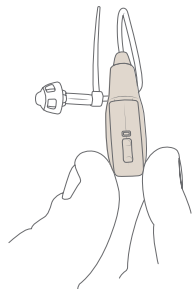
*\*Based on typical streaming usage of less than 2 hours per day*

## Wearing Your New Hearing Aids

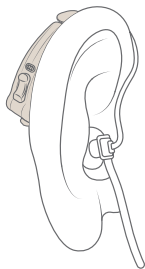
When inserting your hearing aids for the first time, there can be feedback (whistling) if your hearing aids are not fully inserted. We suggest you practice inserting them with the battery door slightly open until you have perfected this process. The adjustment period of wearing hearing aids takes time, but soon you'll be hearing clearly.

The following steps show how to insert your hearing aids:

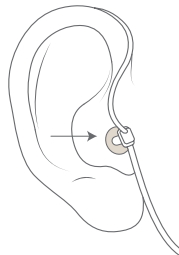
- 1 Grasp hearing aid between your thumb and forefinger



- 2 Place hearing aid behind ear, with tube pointed forward over ear



- 3 The tube is wrapped around the top of ear. Gently push the ear tip into the ear canal



- 4 Tuck the concha lock into the bowl of the ear



If at this point you feel the fit isn't right please refer to the included Engage® Tube Fit Guide for guidance. Our customer service team can assist you and send you the right size tubes to help you find your perfect fit.



## Download the Lucid Hearing App



Lucid Hearing App  
featuring LucidShape

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

With the Lucid Hearing mobile App and Engage®, you can:

- Explore and select your preferred hearing profiles
- Monitor the battery status of your hearing aids

With LucidShape and Engage®, you can:

- Fine-tune your listening for the most customized experience
- Control the left and right hearing aids together or independently

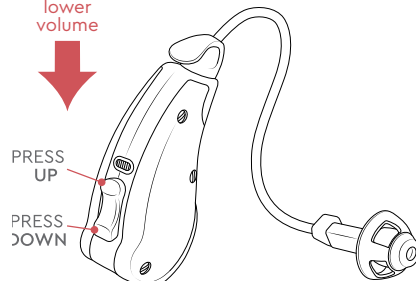


Use your phone camera to scan this code and download either the iPhone or Android app, depending on which device you have.

You can also search for "Lucid Hearing" in the App Store or on Google Play.

## How to Adjust Volume Manually

You can adjust the hearing aids manually with the toggle switch. A quick press of the toggle switch **UP** or **DOWN** will adjust the volume up/down. You will hear double tones indicating the volume has been adjusted. If you do not hear tones, this indicates you have reached the maximum or minimum volume level.

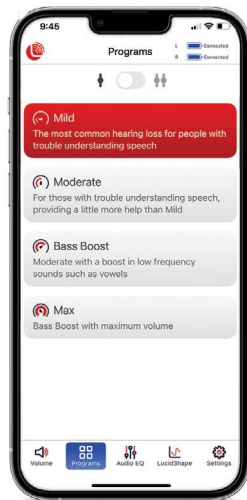


The easiest way to adjust your hearing aids is with the Lucid Hearing App (See page 14).



## Profiles

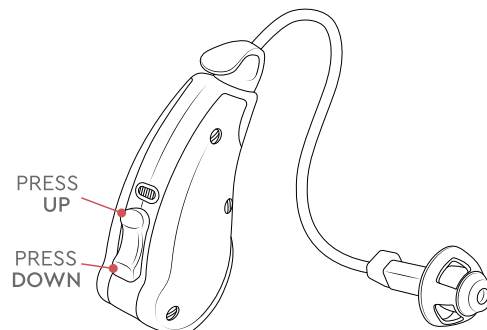
Your Engage® hearing aids come preset with four scientifically developed acoustic profiles. These profiles were developed with extensive research in conjunction with a top audiology university to cover the majority of the population with mild-moderate hearing loss.



## How to Change Profiles Manually

Press and hold the toggle switch **UP** or **DOWN** for 2 seconds to progress to a different profile.

You will hear a notification alerting you that you are on a different profile. Press and hold again to cycle through the profiles.

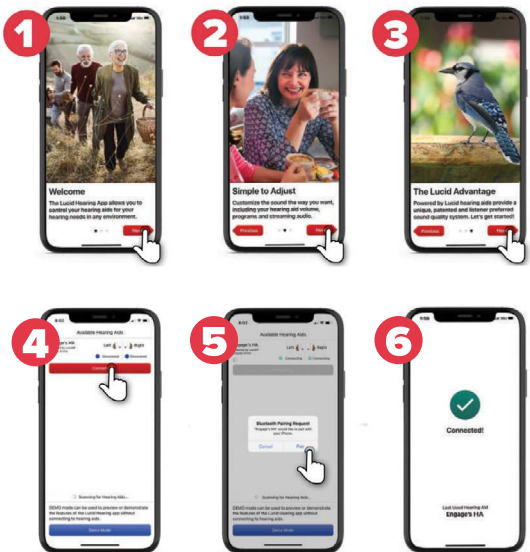


The easiest way to adjust your hearing aids is with the Lucid Hearing App (See page 14).

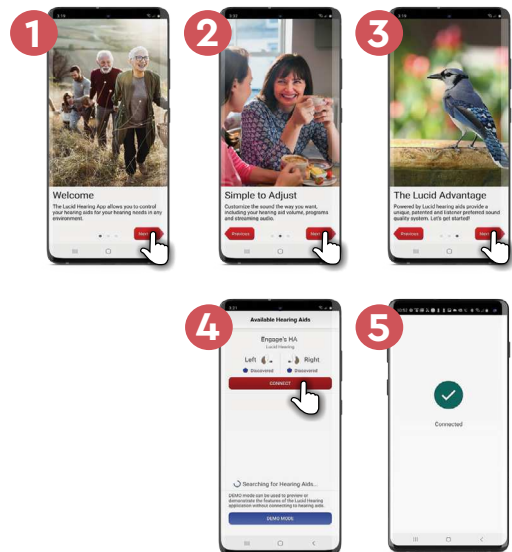
## Start-Up and Pairing

The first time you open the app you will be met with three introductory screens. Click "next" to continue to the next page.

Apple Users:



Android Users:



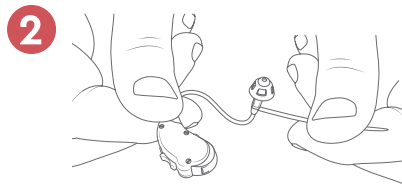
## How to Change or Remove the Concha Lock

The Concha Lock attaches to the receiver to position the receiver securely in the ear. If a new Concha Lock is needed for comfort or fit, they can be ordered at [engagehears.com](http://engagehears.com) or call 866-202-2527.

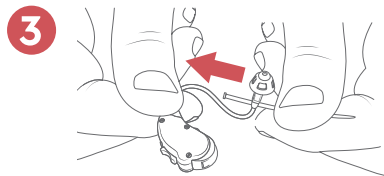
### Instructions for removing/replacing the Concha Lock:



1 Locate the Concha Lock.



2 Grasp the Concha Lock with thumb and forefinger.



3 The Concha Lock is held tightly to the receiver by a small, plastic loop. Firmly push the Concha Lock back through loop.



4 Once the Concha Lock is removed, a new one can be installed.

## Care and Cleaning Instructions

To ensure your hearing aids continue to work properly for years to come please note that you should avoid submerging in water, dropping from distances greater than 3 feet, or exposing to excessive heat for extended periods of time.



The most common cause of instrument failure is wax buildup and it is the easiest to avoid. By wiping your hearing aids, tubing, sound tip, ear tips and/or domes with a soft, dry cloth every day and carefully removing any traces of wax and debris, you will reduce wax buildup. Use the brush provided to enhance your cleaning by lightly brushing the sound ports. It is important to keep your hearing aids as clean as possible to maintain maximum performance and durability.



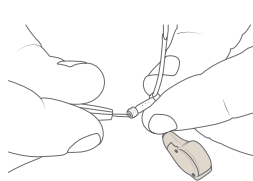
**Important:** Keep your hearing aids as clean as possible to maintain maximum performance.

## How to Clean Engage® Hearing Aids

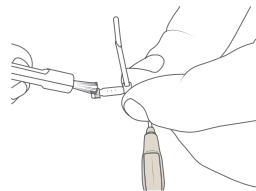
Wire Loop

Cleaning Tool

Brush



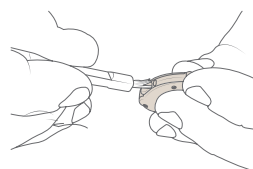
Use wire loop to clean wax from tips



Use brush to clean off wax and dirt



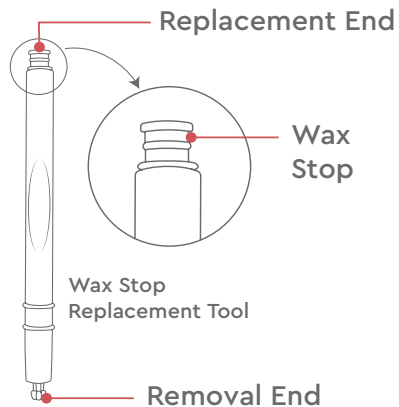
Brush microphone openings



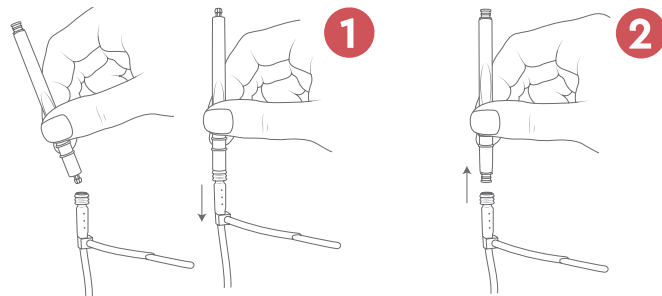
Brush around rocker switch

## Replacing Wax Stop

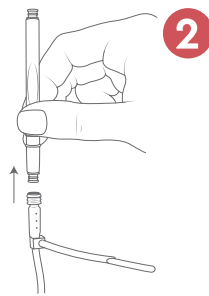
Your Engage® Hearing Aids have a wax stop in the tip to prevent wax from getting inside the speaker. You should check daily for any obstruction to the wax stop. If you see wax inside you can replace it using the instructions on the next page.



**Warning:** Improper replacement could result in the wax stop coming out of the receiver and being lodged in the ear canal.



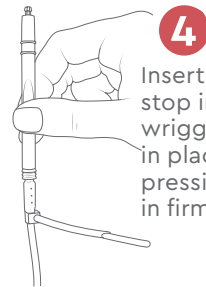
**Before removing the wax stop, be sure to remove the dome tip.** Insert removal end of replacement tool into used wax stop, centered in hearing aid receiver. This requires a firm push.



Pull replacement tool straight up to remove used wax stop.



Remove used wax stop from replacement tool and turn tool over to direct new wax stop towards tip.



Insert new wax stop into tip by wiggling it in place and pressing in firmly.

## Choosing the Correct Ear Tip

We have included a number of different dome tips for you to find the perfect fit. The tip should fit snugly enough to seal the ear, while not being uncomfortably too tight. Some experimentation may be necessary. You will notice there are two types of tips included.

### CLOSED



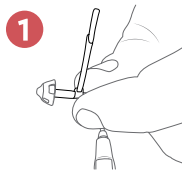
Closed tips provide the best experience for streaming music and phone calls and provide a full, rich sound. They provide better amplification than the vented tips and can help minimize feedback, but may require a little longer to adjust to the sound of your own voice when you first start wearing them.

### VENTED

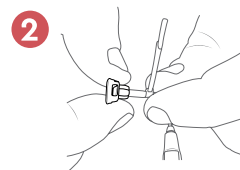


Vented tips can be more comfortable for those with mild hearing loss. They allow more of your own voice to pass through, but do not provide as rich of a sound experience when streaming audio from your phone.

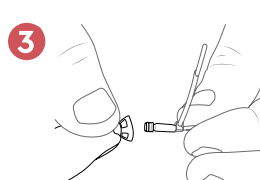
## Replacing the Ear Tips



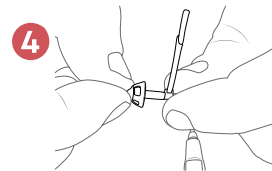
Hold the hearing aid by the base of the speaker housing.



Gently pull on the tip until it comes off. You may need to twist it using a back and forth motion.



Align the new tip with the dome facing outward.



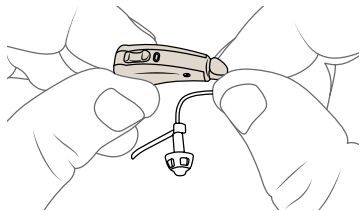
Press the new tip onto the speaker housing until the wax stop is flush with the entrance to the dome tip.



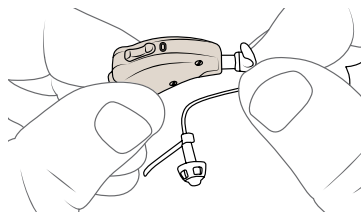
**Note:** Improper replacement of ear tips could result in the ear tip coming off of the device and being lodged in the ear canal.

## Replacing the Tubes

### REMOVAL:

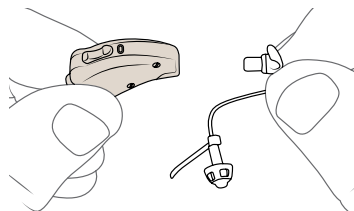


Grip the old tube on the sides of the clear plastic connector firmly.



Pull tube straight out until fully detached. Do not twist or pull on the flexible tube itself.

### ATTACHING:



To replace the tube align the base of the tube with the hearing aid connector and press firmly to insert until you hear a click.



**Note:** Improper removal or insertion of the tubes could result in damage the tube and/or the device.



## Troubleshooting

ISSUE	POSSIBLE CAUSE	SOLUTIONS
No/Low sound output	Low battery	Recharge hearing aids
	Wax build up in the wax stop	Clean or replace the wax stop
	Volume set too low	Use the app to increase the volume to a comfortable level
	Tip not inserted properly	Re-insert the tip
	Hearing aid is damaged	Contact Lucid Hearing Customer Service
	A significant change in your hearing	Contact your hearing health care professional for an exam. Lucid Hearing Customer Service can recommend a specialist in your area

ISSUE	POSSIBLE CAUSE	SOLUTIONS
Whistling/ Feedback	Tip not inserted properly	Reinsert hearing aid tip
	Dome tip damaged or is the wrong size	Replace dome tip with a new tip
	Wax build-up in the ear canal	Talk to your doctor or a hearing healthcare professional about how to best clean your ears
Hearing aids not turning off	Battery door closed	Open battery door
Device is not comfortable	Tip is too large or too small	Try a different size dome tip
	Tube is too large or too small	See Tube Fit Guide (included)

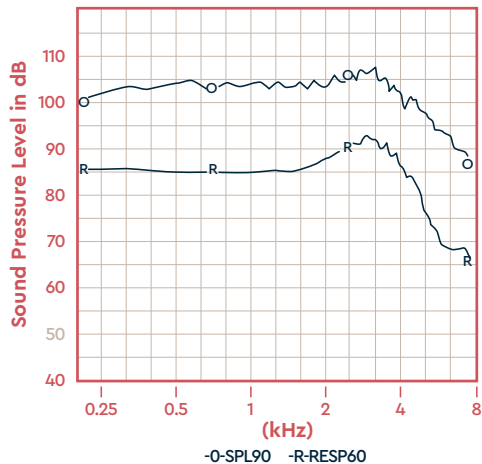
Still have issues? Reach out to us at **866-202-2527** or chat with us at **lucidhearing.com** and our specialists will be happy to help you.

**Your satisfaction is our number one priority!**

## Technical Data

## Warranty

### ANSI TEST



Linear FOG@50 dB  
OSPL90 Max 107.1 dB  
@ 3200 Hz  
SPA 104.1 dB  
SPA FOG @ 50 27.8 dB  
RTG TARGET 27.1 dB  
Measured 28.1 dB  
EQ Insp noise 29.6 dB  
Resp limit 68.1 dB  
F1< 200 Hz F2=7622 Hz

HFA 1250, 2000, 3150 Hz		
Freq	THDist	Src
650Hz	0.3%	70 dB
1000Hz	0.4%	70 dB
1600Hz	0.3%	65 dB



**Warranty Warning:** Please do not attempt to make repairs yourself. Doing so could cause additional damage and will void any warranties.

- **Remove** batteries when hearing aids will not be in use for prolonged periods of time.
- **Do not throw** or drop your instruments.
- **Do not immerse** hearing instruments in liquid or water.
- **Do not wear** during bathing, showering, or swimming.
- **Store out of the reach of children and pets.**
- **Do not expose** instruments to excessive heat, such as a stove top, microwave, dashboard of a hot car, or hair dryer.
- **Do not expose** the instruments to chemicals such as hair spray, insect repellent, perfume, or cosmetics.
- **Do not use** the product with higher volume for a long period of time, in order to avoid hearing damage. Stop using if discomfort occurs.
- **Do not disassemble** the device.
- **Avoid use in potential explosive** or dangerous situations.
- **To avoid possible electromagnetic radiation**, the devices should be removed in any high frequency, heat treatment or operation, radiotherapy and strong magnetic field environments.

## Compliance

### FCC Regulator Statement

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

FCC ID: 2AC2WSQ-U56

**NOTE:** THE GRANTEE IS NOT RESPONSIBLE FOR ANY CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY THE PARTY RESPONSIBLE FOR COMPLIANCE SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

### Environmental Conditions

During transport or storage, the temperatures should not exceed the limit value of -20° to 60°C, (-4° to 141°F) 0 to 90%, 700 hPa to 1060 hPa.

Operating Condition: your hearing instruments are designed to operate beyond the range of temperature comfortable to you, from 0° to 50°C (32° to 122°F)

Hearing Aid



**Manufactured by:**  
Sound Quest, LLC.  
806 Beaver Street  
Bristol, PA 19007 USA

**Distributed by:**  
Lucid Hearing Holding Company, LLC  
PO BOX 535596  
Grand Prairie, TX 75053

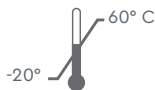
Rechargeable  
Battery &  
Charger



**Manufactured by:**  
Etymotic Research, Inc  
61 Martin Lane  
Elk Grove, IL 60007 USA  
847-228-0006

**Distributed by:**  
Lucid Hearing Holding Company, LLC  
PO BOX 535596  
Grand Prairie, TX 75053

Transport & Storage



0 to 90%  
700 hPa to 1060 hPa

Operational Conditions



15-90% RH non-condensing  
700hPa to 1060 hPa

**IP22** Protection against dripping water at all angles  
Protection against objects  $\geq 12.5$  mm in diameter



Type BF  
applied part



Read  
Instructions

PATENT  
#US8022775

## Battery Safety



### CAUTION – Battery Safety Information Hearing Aid Batteries are Dangerous if Swallowed

Keep hearing aids out of the reach of children or anyone who may accidentally swallow them. Never put hearing aids in your mouth for any reason. Do not store in pill containers where they may be mistaken for medication and swallowed. Do not attempt to remove batteries from your device, see your hearing care professional. Do not use any other rechargeable battery; Batteries of low quality may leak and cause bodily harm. Batteries with incorrect voltage may cause damage to your device. They may explode and cause serious injury. Do not expose your hearing aid to heat, such as an open flame, microwave, or oven. There is a risk that they will explode and cause serious injury.

Visit <http://www.poison.org/prevent/battery.asp> to learn more important information about battery safety.

If a battery or hearing instrument is swallowed, see a doctor immediately and call the National Capital Poison Center, 202-625-3333.



Disposal of Instruments  
Waste from electronic equipment must be handled according to local regulations.



**WARNING:** Risk of Fire and Burns. Do not Open, Crush, Heat above 60°C/131°F or incinerate. Do not short circuit. If bulges severely, discontinue use.

"Excepted" Lithium Sized Batteries:

Battery Module contains Lithium-ion button cell  
UL1642 certified / UN38.3 certified  
IEC 62133-2:2017 certified  
Rating: 38v d.c, 17.5mAh, 0.067Wh

Charger contains Lithium-ion  
Polymer Battery  
Model PD 502070  
Rating: 5.0V, 820mAh, 3.034Wh  
UN38.3 certified  
IEC 62133-2:2017 certified





[lucidhearing.com](https://lucidhearing.com)

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