



## Volume Dial (on/off)

### Power On/Increase Volume:

Turn volume dial toward arm.

### Power Off/Decrease Volume:

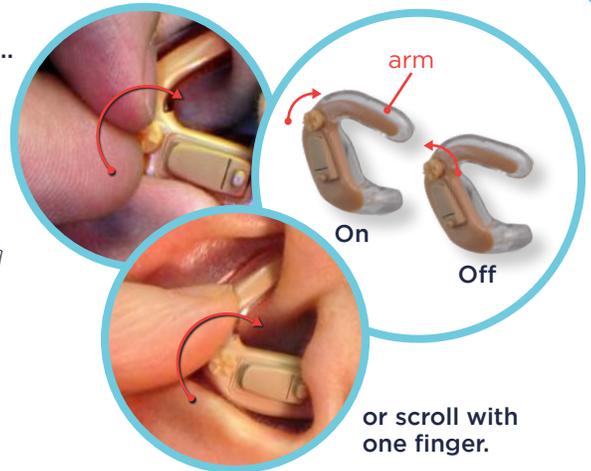
Turn volume dial away from arm, past the click.

**Setting Volume:** Gradually rotate volume dial until normal conversation is at a comfortable level.

**Alternative On/Off Control:** Once desired volume is reached, open battery door to power off and close door to turn on.

Pinch with two fingers...

Set volume in quiet room.



## Program Button

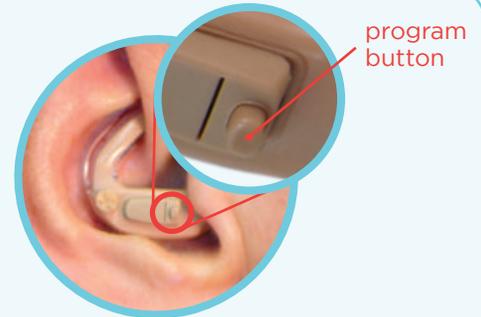
**Changing Programs:** Press and hold program button until you hear beeps (one beep = program one, two beeps = program two, etc.) The beeps may be faint based on the volume setting.

### Program Settings:

- 1 High-frequencies emphasized—up to 20 dB.  
Use in quiet environments; time with friends and family.  
Enhances high pitches, such as in women's and children's voices.
- 2 All frequencies emphasized—up to 20 dB. Use at home watching TV and in other quiet environments. Enhances both high and low pitches, such as in women's and men's voices.
- 3 Program 1 plus background noise reduction—up to 30 dB.\* Use in noisy situations (crowded restaurants, parties, city traffic, etc.) Optimum for hearing high-pitched sounds in nature.
- 4 Program 2 plus background noise reduction—up to 30 dB.\*  
Use when you're out and about and need maximum clarity of all sound frequencies (church, concerts, movies, construction, fast-paced work environments, etc.)

**Please note:** When ACTIVE is turned off, the last program used is saved in memory and will resume when powered on.

\*To avoid whistling, use Comply™ Premium Foam Tips<sup>†</sup> at higher volumes.



## Care and Cleaning

- Wipe daily with micro-fiber cloth.
- Store in a cool, dry place. Remove battery during extended non-use.
- Avoid physical shock like dropping your ACTIVE on a hard surface.
- Regularly use cleaning brush to remove debris blocking microphone (a).
- Regularly use cleaning brush's wire loop to remove debris inside receiver (b).
- Keep ears clean for best performance. Excessive earwax may block sound.
- Avoid exposure to moisture or heat. Remove your ACTIVE before showering, swimming, blow-drying your hair and using hairspray. Before heading out in rain, remove ACTIVE or cover ears completely.\*
- If using foam tips daily, replace every three months.

\*Turn ACTIVE off to avoid feedback while ears are covered.



<sup>†</sup>Comply™ is a registered trademark of Hearing Components.

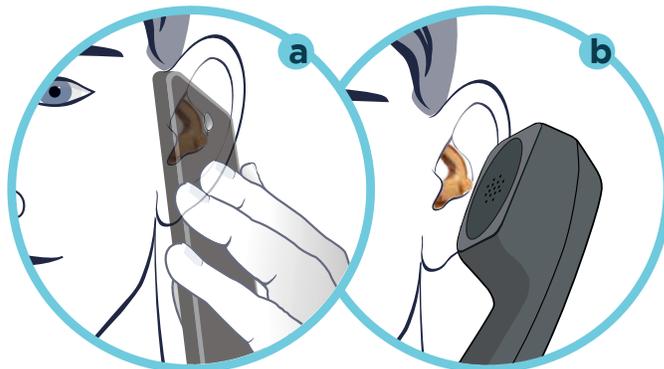
## Using the Telephone

Use your preferred ACTIVE program setting one or two.

ACTIVE is designed for natural use of the phone. Center your phone's audio output over the center of your ear (a).

If whistling occurs, angle the phone's audio output forward (b).

**Please note:** The speaker function on your phone will also work well with your ACTIVE.



## Troubleshooting

Action Step	Intermittent, distorted, weak or no sound	Feedback/whistling*
Turn ACTIVE on	✓	
Replace battery	✓	
Adjust volume	✓	✓
Clean inside receiver	✓	✓
Use dehumidifier	✓	
Replace/use foam tip	✓	✓
Clean ear canal	✓	✓
Reposition in ear		✓
Outer shell damage		✓
Battery corrosion	✓	

**To confirm ACTIVE is working:** Remove from ear and turn volume up; it should whistle. If it does not, try the above action steps.

\*Whistling/feedback occurs when amplified sound leaks out of ear and returns to the ACTIVE microphone and is re-amplified. Any blockage inside your ear, like ear wax, can cause a feedback reaction. Once the blockage is gone, the whistling should disappear.

### Ear Discomfort

ACTIVE is designed to sit naturally in the bowl of the ear. It is designed to fit the majority of adult ears.

In a three week period, try wearing it for an hour a day to start and work up to wearing it all day.

Make sure ACTIVE is seated properly in ear. It may be exerting pressure on the wrong parts of your ear.

Try ACTIVE with and without the foam tip; this may alter the way it sits in your ear.

Place a small drop of lubricant on your finger and carefully spread in ear bowl. This will ease ACTIVE into place.

## Frequently Asked Questions

**How long will the battery last in my ACTIVE?** On average, five to seven days depending on usage. (Verify battery expiration date and wait one minute after removing tab to fully charge battery before use.)

**Does ACTIVE come with a warranty?** Yes; the manufacturer's warranty covers defects in material and workmanship for one year from date of purchase. To activate, register at: [EmpowerHearing.com/warranty](http://EmpowerHearing.com/warranty).

**What is the return policy?** If you are not completely satisfied, contact us at [support@Empowerhearing.com](mailto:support@Empowerhearing.com) within 30 days to receive a full refund of the purchase price.

**Do I need a prescription before buying a ACTIVE?** No; ACTIVE is a sound amplifier, not a hearing aid.

For additional information and answers to other FAQs, visit: [www.EmpowerHearing.com/frequently-asked-questions](http://www.EmpowerHearing.com/frequently-asked-questions).

**EMPOWER**™ ACTIVE

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