

## EARGO 99-0179-001

# EARGO 8 / SE Virtually Invisible Self-Fitting OTC CIC Hearing Aids Instruction Manual

Model: 99-0179-001

## INTRODUCTION

---

The EARGO 8 / SE hearing aids are advanced, self-fitting, FDA-cleared Over-The-Counter (OTC) Completely-In-Canal (CIC) devices designed to enhance your hearing experience. These devices feature superior HD sound, discreet design, and smart technology for personalized sound adjustment.

This manual provides essential information for setting up, operating, maintaining, and troubleshooting your EARGO 8 / SE hearing aids. Please read it thoroughly before using your devices.

## WHAT'S IN THE BOX

---

Your EARGO 8 / SE package includes the following items:

- Left & Right Eargo 8 / SE devices
- Portable recharging case
- Trumpet eartips in S, M, L sizes
- USB-C power cord
- USB power adapter
- Cleaning cloth & brush
- Cleaning wipes & putty
- User guides

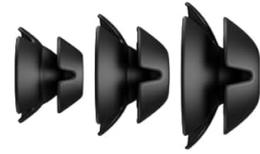
# What's in the Box?



Left & right Eargo 8 devices



Portable recharging case



Trumpet eartips in S,M,L



USB-C power cord



USB power adapter



Cleaning cloth & brush



Cleaning wipes & putty



User guides

Image: Contents of the EARGO 8 / SE box, showing the left and right hearing aids, portable charging case, various sizes of trumpet eartips, USB-C power cord, USB power adapter, cleaning cloth and brush, cleaning wipes and putty, and user guides.

## SETUP AND GETTING STARTED

### Charging Your Devices

Upon receiving your Eargos, ensure they are fully charged. The extended-life charger provides up to 2 weeks of on-the-go charging, with up to 14 full recharges. Place the devices in the charging case to begin charging.

# Extended-life Charger

Holds up to 2 weeks  
of recharges



Image: A hand placing an EARGO 8 / SE hearing aid into its portable recharging case, which displays green indicator lights for charging status.

## Selecting Eartips

The Eargo 8 / SE comes with three sizes of Trumpet eartips (S, M, L). Experiment with different sizes to find the best fit for your ears. A proper fit is crucial for comfort and optimal sound quality.



Image: A detailed view of an EARGO 8 / SE device, illustrating its compact size, comfortable Trumpet eartips, and the easy pull tab for removal.

## Inserting and Removing Devices

Proper insertion and removal are key to comfort and performance. Refer to the video below for a visual guide.

Your browser does not support the video tag.

Video: Instructions on how to correctly insert and remove your EARGO E8 hearing aids for optimal fit and comfort.

## OPERATING INSTRUCTIONS

### Adjusting Programs

Your Eargo devices come with four preset programs ready to use. You can switch between these programs by double-tapping your ear. The device will announce the selected program.

Your browser does not support the video tag.

Video: Guide on how to adjust the listening program on your EARGO E8 hearing aids by tapping your ear.

### Eargo Mobile App & Sound Match

For advanced personalization, use the Eargo mobile app. The app allows you to self-fit your devices to each

ear's hearing needs with **Sound Match** technology. You can also customize settings and discreetly make in-ear adjustments.

# Sound Match Personalization

Use the Eargo app to self-fit your hearing aids from the comfort of home.

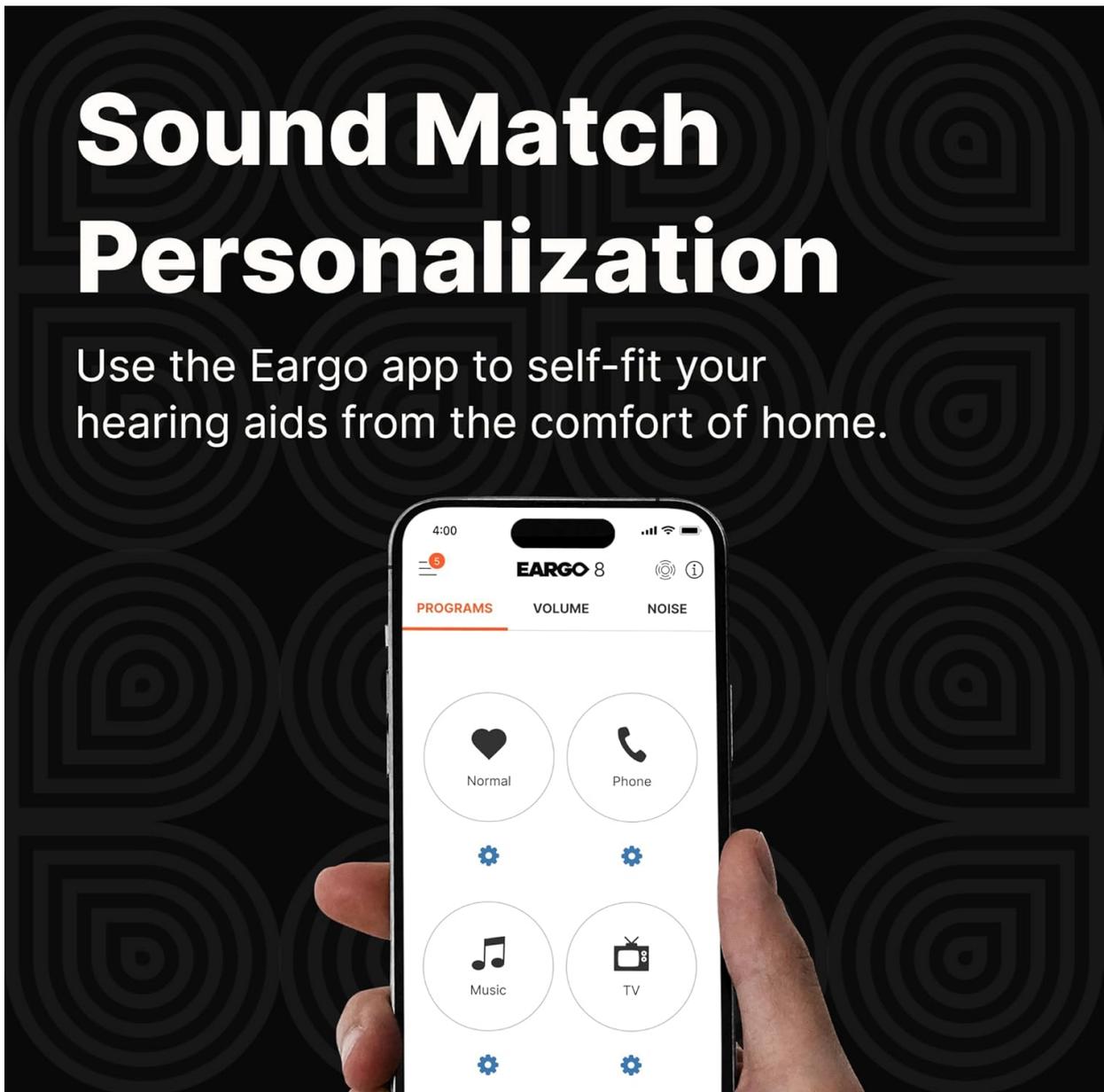


Image: A smartphone displaying the EARGO app interface for Sound Match personalization, allowing users to self-fit their hearing aids.

The app also features **Smart Sound Adjust**, which automatically adapts to your sound environment for better performance. You can choose from various scene modes:

- **Normal:** Offers more amplification for soft speech in normal, quiet environments.
- **Restaurant:** Designed to allow conversations to cut through a noisy restaurant.
- **Music:** Provides richer, fuller, and more natural sound.
- **Phone:** Optimized for both handheld and speakerphone use.

# Adjusts to Your Needs and Your World

There's a setting for everything.

Our preset environmental settings do the work for you and automatically adjust sounds for your surroundings.



## Normal

Offers more amplification for soft speech in normal, quiet environments.



## Restaurant

Designed to allow conversations to cut through a noisy restaurant.



## Music

Music is richer, fuller, and sounds more natural.



## Phone

Now optimized for both handheld and speakerphone use.

Image: A visual representation of the EARGO app's environmental settings, including Normal, Restaurant, Music, and Phone modes, designed to adapt to various listening situations.

## Using with a Phone

The Eargo devices are optimized for phone use. While they are not Bluetooth earbuds for streaming music or calls, they enhance your hearing during phone conversations.

Your browser does not support the video tag.

Video: Instructions on how to use EARGO hearing aids effectively with a phone.

## MAINTENANCE

---

### Daily Cleaning Guide

Regular cleaning is essential to maintain the performance and longevity of your Eargo devices. Use the provided cleaning cloth, brush, wipes, and putty as instructed.

Your browser does not support the video tag.

Video: A daily cleaning guide for EARGO E8 and SE hearing aids, demonstrating how to clean the devices.

### Changing Eartips

Eartips should be changed periodically to ensure hygiene and optimal fit. Refer to the video below for

instructions on how to remove and replace eartips.

Your browser does not support the video tag.

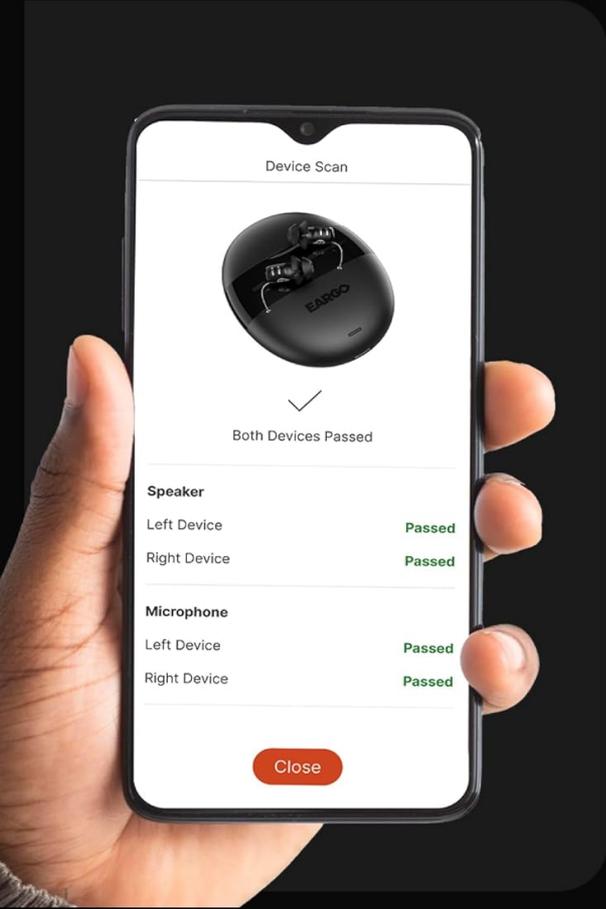
Video: Instructions on how to change the eartips on EARGO E8 and SE hearing aids, including removal and replacement.

## TROUBLESHOOTING

---

### Device Scan

The Eargo app features an exclusive patented **Device Scan** technology that checks the health of your devices. This helps you ensure your Eargos are working at their best and can assist in identifying and resolving potential issues.



**A Better Way to Care for Your Eargos**

Our new **Device Scan with patented technology** ensures your Eargos are working their best.

Use the Eargo app to **identify then resolve issues** with your devices, extending their useful life.

Image: A smartphone displaying the EARGO app's Device Scan feature, showing diagnostic results for the left and right hearing aids' speakers and microphones.

Your browser does not support the video tag.

Video: A troubleshooting guide for the EARGO E8, demonstrating how to use the Device Scan feature in the app to check device functionality.

## SPECIFICATIONS

---

---

| Feature           | Detail   |
|-------------------|--|
| Model Number      | 99-0179-001  |
| Battery Type      | 3 Lithium Ion batteries (included)                     |
| Listening Time    | Up to 16 hours on a single charge                      |
| Charger Recharges | Up to 14 full recharges (2 weeks on-the-go)            |
| Water Resistance  | IP68 rated (dust and water resistant, sweat resistant) |
| Design            | Virtually invisible, completely-in-canal (CIC) fit     |
| Sound Technology  | Smart Sound Adjust, Sound Match, Device Scan           |
| Programs          | 4 preset programs, customizable via app                |

|                                  |  |  |
|----------------------------------|--|--|
|                                  |  |  |
|                                  | <b>Eargo 8</b>   | <b>Eargo SE</b>  |
| <b>Discreet &amp; Convenient</b> | Virtually invisible, completely-in-canal (CIC) fit. Dust/splash/sweat resistant.   | Virtually invisible, completely-in-canal (CIC) fit. Dust/splash/sweat resistant.     |
| <b>Customer Support</b>          | Lifetime U.S.-based support with remote access to hearing aid experts.             | Lifetime U.S.-based support with remote access to hearing aid experts.               |
| <b>Technology</b>                | Smart Sound Adjust™ technology automatically adapts to your environment.           | Customize sound with 4 preset programs or adjust using the Eargo app.                |
| <b>Personalization</b>           | Automatically adapts to your surroundings with smart environmental detection.      | Self-fitting with Sound Match in the mobile app for tailored sound.                  |
| <b>Rechargeable Power</b>        | Up to 16 hours of use. Charger holds up to 14 full recharges.                      | Up to 16 hours of use. Charger holds up to 5 full recharges.                         |

Image: A comparison table detailing the features of EARGO 8 and EARGO SE models, including discretion, customer support, technology, personalization, and rechargeable power.

## WARRANTY AND SUPPORT

## 2-Year Warranty

Your Eargo devices come with a 2-year warranty, which includes unlimited repairs and one-time loss or damage coverage. For full details, please visit [eargo.com/warranty](https://eargo.com/warranty).

## Lifetime Customer Support

Eargo provides dedicated lifetime remote customer support from Eargo Hearing Experts. If you need assistance, you can reach out by phone, email, or online chat.

# Lifetime Support

Get access to lifetime remote customer support from Eargo Hearing Aid Experts.



Image: A hand holding a smartphone with an 'Eargo Calling' screen, representing the availability of lifetime customer support.

## SAFETY INFORMATION

By ordering this item, you certify that you are at least 18 years old and have had the opportunity to review Eargo's User Instructional Brochure and informational videos. You also acknowledge that you can contact an

Eargo Customer Service Representative for assistance.

**Legal Disclaimer:** Reselling any products purchased from or through Eargo is prohibited. Products are for personal use only, not for resale or export.