A couple of things to know as you get to know your Eargo devices. One, there will be quite a few new sounds coming at you – at your ear-region, to be exact. So we’ve put this guide together to let you know just what to expect. From a physical and sensorial perspective. And to explain how that wonderful brain of yours will adjust very quickly to hearing more of the sound spectrum again. And two, our in-house staff of doctors and audiologists has decades of experience working with people who are adjusting to wearing hearing devices for the first time. They also have, to a person, outstanding haircuts and pearly white teeth. Smart and dashing. We have high standards around here. They’re also available to you should you need any help getting adjusted to your new devices.

Welcome to hearing life to the fullest.
Slip in Something More Comfortable

Finding A Comfortable Fit

We’re pretty proud of our patented Flexi Fibers™ around here. In fact, their designers can often be seen strutting, rather shamelessly, around the office. And why shouldn’t they? Thanks to Flexi Fibers, Eargo devices exert minimal force on the ear. We love your ears, why would we be exerting a lot of force on them? And their open fit allows air to flow in and out of the ear. Anyone who tells you a nice, gentle breeze in and out of the ear isn’t an absolute pleasure has obviously never experienced one. In other words, they’re incredibly comfortable. So comfortable you might forget you’re wearing them. If it wasn’t for the incredible sound quality, that is. And if your Eargo devices ever feel uncomfortable, just try repositioning them – pull them backward, forward, or rotate them a little. Just make sure you keep the microphone toward the top.

Some users have an itchy feeling in their ears for the first day or two of wearing their Eargo devices. This is completely normal. The ear has to adjust to having something in it, and the feeling usually goes away in a few days.
Whose Voice is That?

Hearing Your Own Voice

Autophony is a fancy term for hearing your own voice. We like fancy words around here. We have one of those vocabulary calendars with a new word every day. Today’s word was “fritter” which means to squander or disperse. But amazing vocabulary aside, autophony is one of the most common things people notice when they begin wearing an in-ear hearing device. Remarkably, this goes away within a week or two when your brain gets adjusted to it. And eventually ignores it. We find you quite charming, but your brain probably figures why fritter (yay!) away time listening to you when there are so many other things out there to listen to.
Has the World Always Been This Loud?

Hearing Your Surroundings

When first wearing your Eargo devices, keep the volume low. Your brain will likely be hearing sounds you may not have heard for some time. Your brain will be like a kid who’s been cooped up in a car for way too long suddenly being cut loose on a beach. Just running around out there hearing everything it can. And giggling happily to itself. Anyway, our point is, little sounds may suddenly seem very loud. Things like water running, bags of chips crinkling, paper crumpling, babies crying, using the restroom, traffic. (Our legal department would like us to emphasize that we in no way recommend that you use the restroom in traffic. Seriously. No one needs to see that.)

Your brain needs a little time to get used to hearing these high frequency sounds again. It probably hasn’t heard them for a long time. Give it a little while. Your first weeks with your Eargo devices will be a time of adjustment. These sounds will begin to fade into the background as your brain relearns which are important and which can be ignored.
The brain will focus in on speech and ignore less important sounds like paper crumpling. This usually happens over the first two to four weeks. Be patient. Your brain has a lot of adjusting to do! Once it’s adjusted, you can try increasing the volume to a higher Sound Profile (SP) to see which one gives you the greatest clarity. If these background noises continue to be an issue after 30 days, adjust the volume back down. Play around with the SPs. As in life or marriage or the exact way to make a good gumbo, there is no right or wrong answer. And remember you can select different SPs for each ear.

One final word on volume; Eargo devices should not sound loud. If something sounds loud, you probably have the volume too high. Switch to a lower SP.
Within the first couple of weeks of acclimating to your Eargo devices – and to sounds you may not have heard for a while – your ability to understand speech should start to improve. So if you’ve been hanging around with a bunch of boring people or the conversationally challenged, it might be time to freshen up the ol’ friend group. After the first few weeks, many people find that it’s easier to hold a conversation in noisy environments. And your speech discrimination will likely continue to improve over time. Possibly for several months.
Using the Phone

Sometimes people experience feedback when talking on the phone and wearing a hearing device. This can happen when the phone is too close to the ear. The proximity can create a feedback loop between the phone’s speaker and the device’s microphone. If this happens, move the phone back from your ear a bit. SP1 is designed for the phone, so if you ever experience feedback while on the phone, be sure to try this setting. Some people also have success using speaker phones.
Watching TV

There’s a lot of great TV out there. We have, like, 36 hours of stuff recorded on our DVR. At least. If we weren’t so busy helping people hear life to the fullest, we’d do some serious binge-watching. Many people note that they can watch TV at a much lower volume after they start wearing their Eargo devices. Usually the same volume that’s comfortable for their spouse or family. One of the many ways in which the Eargo devices benefit the people who AREN’T wearing them, too. If you find you still want the TV louder than your family does, you can temporarily increase the volume of your Eargo devices by using a higher SP while watching TV. Ok. Happy watching. And listening.
A Clean Ear is a Happy Ear

Seeing ear wax collect on your Eargo devices? That may sound icky, because, you know, ew. But it’s perfectly normal. Even though Flexi Fibers may actually help to reduce earwax by sweeping it out with each removal, you will likely see some buildup from time to time. To ensure optimal sound output, keep your ears squeaky clean and be sure to remove ear wax from your Eargo devices.

To remove wax, gently wipe the outside of the Eargo devices with an alcohol pad or a cotton swab moistened with alcohol. If wax is inside the dome, you can get it out by first letting your Eargo devices dry overnight, and then by gently wiping the dome with an alcohol pad or a cotton swab moistened with alcohol. Now, let’s all agree to stop talking about ear wax.

And remember to store your Eargo devices in the charger to keep them clean when you’re not wearing them.
Don’t Share and Share Alike
Share Samples, Not Real Eargo Devices

It may be tempting to let others try your Eargo devices. But for hygienic reasons, we suggest you don’t. If your friends want to try Eargo for themselves – and of course they do – there are several easy ways for them to do that.

You can give them one of the sample packs which are included in the Eargo box. These packs contain non-working Eargo devices that don’t have any electronics in them, but they will let your friends experience the comfort and near invisibility of Eargo firsthand. They also contain a $100 coupon for a pair of Eargo devices. So it’s like you’re giving your friend comfort and cash. You’re about to be even more popular than you already are. You can also tell your friends they can easily order a free sample pack at eargo.com.

And if they want to try a real pair with no risk, we also make that easy by offering a 60-day money-back guarantee. We’re very accommodating. We’re also clean-shaven and lantern-jawed, individually and as a group. Super, super handsome.
Welcome to the Eargo family!

Congratulations, you’ve clearly made a choice something right. You have been selected as a lucky friend of those who likes you so much he or she wants to share this with you.

Eargo is a revolutionary new device that gives you better, enhanced hearing.

$100 OFF

Thank your friend again. This limited-time coupon will give you $100 off when you order. Just use this promotion code and order now:

89765321

To order, go to eargo.com or call us at 800-571-0461

Eargo hearing aid. Will not restore normal hearing. Will benefit best obtained with frequent use.

See eargo.com for more information. Not valid for any purchase eligible for third party payment, including Medicare.

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