



Instruction Manual

www.TweakHearing.com

A sound amplifier for people who are not ready for a hearing aid.®



Congratulations on your Tweak® Mini purchase. Tweak Mini is a personal sound amplification product (PSAP). We know your new Tweak Mini will soon be indispensable to you. With amazing sound quality, Tweak Mini delivers both confidence and comfort so that you never miss a moment!

Tweak Mini is a sophisticated sound amplifier utilizing innovative, patented technology that allows you to select and set your desired amplification setting from a range of acoustic alternatives. Developed by an audiologist in conjunction with a team of acoustic engineers, Tweak Mini can help you hear better in group settings, restaurants, theatres, meetings, and other challenging listening environments.

Please read this manual for complete set-up and operating instructions before using your new sound amplifier.

www.TweakHearing.com

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General Description

Tweak Mini has a single microphone that picks up sounds from all directions. We call it “all-around sound.” It is ideal for quiet listening environments.

Your Tweak Mini package includes two thin tubes (Right and Left) in a size that fits most users. The thin tube delivers amplified sound from Tweak Mini into your ear.

The rocker switch on the back of Tweak Mini is used during initial set up to lock in your desired amplification setting. Once your amplification selection is made, the rocker switch also serves as a volume control, so you can still fine tune it for different situations.

During setup you’ll learn how to position the Tweak on your ear and how to pick your favorite amplification setting. Your Tweak Mini package includes:

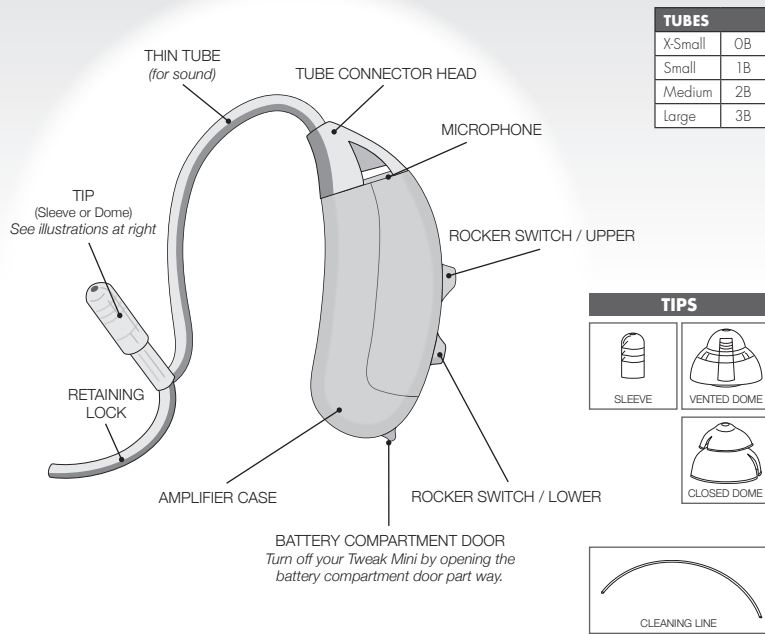
- 2 Small (1B) Tubes (Right and Left) with Sleeve Tips pre-installed
- 1 Large (10 mm) Vented Dome Tip
- 1 Large (12 mm) Closed Dome Tip

It is important for the sound tube and tip to fit properly in your ear.
If you need a different length tube or different size tip, please call 1-888-815-3240 for assistance, or visit www.TweakHearing.com.

Now, let’s get started!



Components



Battery Information

Tweak Mini uses a 10A zinc air battery. With normal full-time use, the battery will last approximately five days.

When the battery is depleted, remove and replace it immediately. Replacements may be purchased at www.TweakHearing.com

When not in use, be sure to turn off your Tweak Mini by opening the battery door part way. (FIGURE 3, PG. 8)

Low Battery Warning

For your convenience, Tweak Mini warns you when the battery is almost depleted. You will hear three sets of double beeps every 10 minutes, indicating it's time to change the battery. Once the voltage drops below 0.95V, Tweak Mini emits six sets of double beeps, then shuts down.

Important —

Always discard used batteries.

Small batteries can be harmful if swallowed.

Keep batteries out of reach of pets and small children. In case of ingestion, seek medical attention immediately and call (collect, if necessary) the

National Battery Ingestion Hotline at **202-625-3333**.

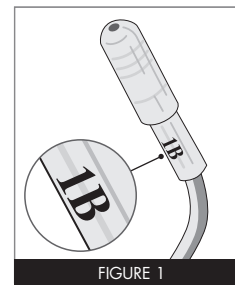
For more info visit www.poison.org/battery

Preparing for Use

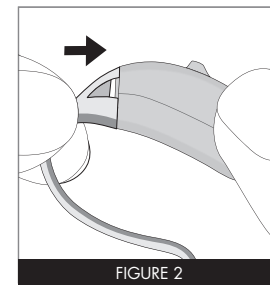
Tweak Mini comes with two thin tubes, one for your right ear and one for your left ear. "Sleeve" tips are already installed on these tubes, so all you have to do is pick either a right or a left tube, and connect it to the amplifier case.

Tubes are marked with red lettering for the right and blue lettering for the left. (FIGURE 1)

Align the tube connector end with the end of the case, then **push the tube straight onto the sound post until it snaps into place**. (FIGURE 2)

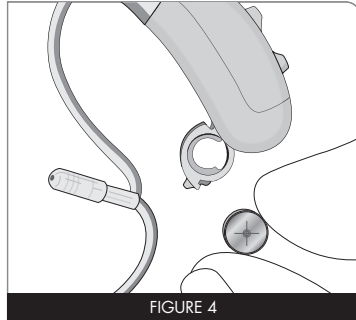
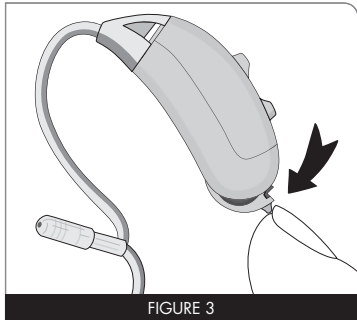


Text represents size of tube. Color of text indicates right or left. Red=right, Blue=left



Inserting a Battery

- 1 Lift the notch at the edge of the battery compartment and swivel open the door of the battery compartment. (FIGURE 3)
- 2 Remove the yellow-colored tab on a new battery (size 10A). Insert the battery **with the positive “+” side facing up**. (FIGURE 4)

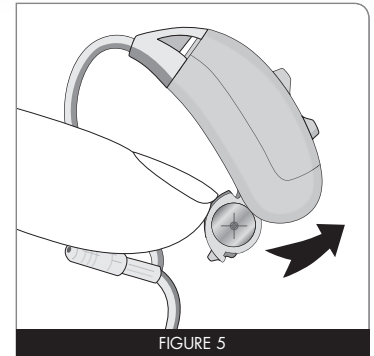


- 3 Gently close the battery door. It should close easily; do not force the door closed. (FIGURE 5)

If resistance is experienced while closing the battery door, make sure the battery is inserted properly. When the battery door is completely closed, your Tweak Mini is ready for operation.

ON—When the battery door is completely closed, your Tweak Mini is on.

OFF—To turn off your Tweak Mini, open the battery door part way.



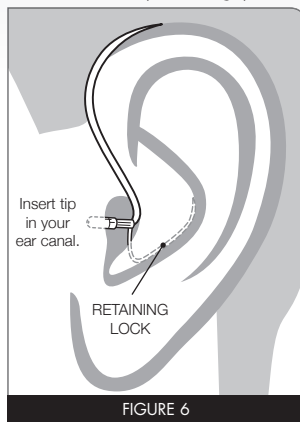
Wearing Tweak Mini

Place the Tweak Mini over your ear. Grab the loose end of the tubing and gently insert the tip into the ear canal. Position the retaining lock in the bowl of the ear. (FIGURE 6) It may be helpful to gently pull the top of the ear back and up, to open the ear canal when inserting the tip.

When properly positioned, the tubing will lay close to the head around the front of the ear and into the canal. You can check this by moving your finger down the tubing, into the ear. Using a mirror at first may be helpful to properly position Tweak Mini.

Now it's time to set up your Tweak Mini. The first step is to choose your preferred amplification setting. It's what makes Tweak so unique, and it's easy to do.

(If the tip doesn't stay in your ear, you may need a different length tube. Additional sizes of tips and tubes are available at www.TweakHearing.com or by calling 1-888-815-3240.



Tweak Mini SET-UP

Select Your Amplification Setting

With a fresh battery inserted and Tweak Mini properly placed in your ear, you are now ready to choose your preferred amplification setting.

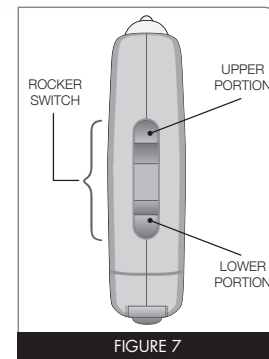
Start out in a quiet environment. The first time you turn on Tweak Mini, it will be at the lowest amplification setting. How does it sound?

To try the next level of amplification, **press and release the top part of the rocker switch** (FIGURE 7). You will hear two beeps, indicating you are now at Amplification Setting Two.

What you are doing is sampling the available acoustic settings. There are four different settings for you to try.

| Amplification Setting | Number of Beeps |
|-----------------------|-----------------|
| ONE | 1 beep |
| TWO | 2 beeps |
| THREE | 3 beeps |
| FOUR | 4 beeps |

You can press either the upper or lower portion of the rocker switch to try out the different amplification settings. Take as long as you want to try the different settings.



Tweak Mini SET-UP (continued)

Dome tip options: If you decide you want more bass sound, try replacing the sleeve tip with the **vented** dome tip included with your Tweak Mini package. If you are hearing feedback (whistling), replace the tip with the **closed** dome tip. **Caution:** *If you change the tip, be sure the tip is securely fastened on the tube before inserting it in your ear.*



Lock in your Preferred Amplification Setting

After you decide which Amplification Setting you like best, your next step is to lock in that setting.

Press and HOLD the rocker switch for ten seconds, until you hear a long beep. (Pressing and holding either the upper or lower portion of the rocker switch locks in your setting.)

Congratulations! Your setup is complete. You have locked in your preferred amplification setting. From now on, Tweak Mini remembers which amplification setting you picked.

If you decide later that you want to reset your Tweak Mini to a different amplification setting, see page 22.

Daily Use

Tweak Mini is so easy to use, and it's smart, too.

Once you've completed the initial set-up, your Tweak Mini will start at your favorite setting every time you turn it on.

Plus, for different listening environments, you can still "tweak" the volume up or down, using the rocker switch.

- ↑ **To increase volume:** press the **upper** portion of the rocker switch.
- ↓ **To decrease volume:** press the **lower** portion of the rocker switch.

Note: To extend the battery life, turn off your Tweak Mini by opening the battery door whenever the device is not in use.

OFF—Open the battery door part way to turn off your Tweak Mini.

ON—When the battery door is completely closed, your Tweak Mini is on.

Important: Be sure to keep your Tweak Mini dry at all times. See page 17 for additional tips on caring for your Tweak Mini.

Care

The following instructions will assist in extending the life of your Tweak Mini amplifier.

Cleaning the Exterior

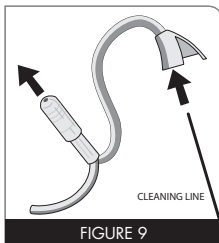
You should inspect and clean your Tweak Mini every day. To clean, gently wipe the surface with a soft, dry cloth or a moist non-alcohol disinfecting wipe. Do not allow water or liquid to enter any openings.

The most common causes of amplifier problems are moisture and wax. The daily use of a Dry & Store® appliance is recommended to reduce moisture and wax buildup. Dry & Store products may be purchased at www.TweakHearing.com or www.DryandStore.com

Cleaning the Tube and Tip

Wipe the exterior of the tube and tip every day. A thorough cleaning of the tube and tip is recommended every few days to prevent wax buildup.

Use the cleaning line provided to clean the inside of the tube and tip, by pushing the cleaning line through the tube. (FIGURE 9)

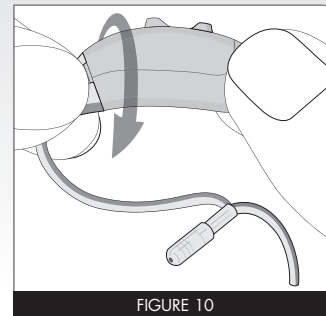


First, remove the tube from the case by **twisting the tube connector at least 45° then pulling it off.** (FIGURE 10)

Insert the line at the connector end where the tube attaches to the amplifier case and push out through the tip.

Re-attach the tube by aligning the tube connector end with the end of the amplifier case, then **push the connector straight onto the sound post until it snaps into place.** There is no need to rotate the tube when re-attaching.

Do not rinse or submerge these parts in water. There is a risk of damage if a water drop becomes trapped in the tube. If this should occur, it will prevent sound from coming through the tube and may be harmful to Tweak Mini's electronics.



Changing the Tube and Tip

Tweak Mini comes with two standard tubes (small/1B, right and left.) The tube and tip should be changed periodically, typically 2 or 3 times per year. When the tube or tip become soft, discolored, kinked, or damaged, obtain replacements by calling 1-888-815-3240 or visiting www.TweakHearing.com/shop/ (*Remember to order tips when placing your order for tubes.*)

To change the tip, simply pull it straight off the tube and push the replacement straight on. **Caution:** *Be sure the tip fits tightly on the tube before inserting it in your ear.* See previous page for instructions on removing and reattaching the tube.

Extended Storage

If it is necessary to store your Tweak Mini amplifiers for an extended amount of time, follow the steps below:

Remove the batteries. Clean your Tweak Mini according to instructions in this manual. A full cycle in a Dry & Store® appliance is recommended prior to extended storage. Place Tweak Mini in an airtight container with a desiccant such as a Dry-Brik® or DryCaddy® disc. Then store in a cool, dry place.

Do's and Don'ts

DO place your Tweak Mini amplifiers in a dry and secure place every night. An electronic Dry & Store® appliance is recommended for the most effective way to remove moisture, prevent corrosion, reduce wax buildup, and extend the life of your Tweak Mini.

DO always carry spare batteries.

DO safely store Tweak Mini when not in use. Keep out of reach of small children and pets. In particular, dogs may be irritated by the feedback ("whistling") sound and attracted by the owner's scent. This often results in a chewed and/or ingested device. (Dry & Store® is recommended for storage whenever Tweak Mini is not being worn.)

DO clean tube and tip 2 or 3 times per week with the cleaning line provided. (SEE PAGE 14.)

DO change tubes and tips every 4 to 6 months.

Do's and Don'ts (continued)

DON'T leave Tweak Mini on the radiator, near a stove, in a sunny window, in a car or in any other hot place. Excessive heat or cold can damage the instrument.

DON'T wear Tweak Mini when using a hair dryer or when at the beauty salon, spa or barber.

DON'T apply hair spray when wearing your Tweak Mini. It can damage the microphone or other components.

DON'T wear Tweak Mini while taking a bath, shower, spa treatment or while swimming.

DON'T store Tweak Mini in the bathroom during a shower or near a steam room, as moisture created by the steam may cause damage.

Troubleshooting Tips

No Sound or Not Loud Enough

Ensure that the battery door is closed.

Replace the battery.

Make sure the tube and tip are not clogged—use the cleaning line just to be sure. (See pages 14-15.) This is the most common reason for users to have little or no sound.

Make sure the amplifier case and tubing are clean and dry.

Make sure that the amplifier case is positioned properly behind the ear, and that the tip is positioned properly in the ear canal.

Make sure the volume is turned up, by depressing the upper portion of the rocker switch.

Excessive ear wax in the ear can prevent sound from entering the ear. Contact your physician.

Changes in your hearing can affect how you hear with Tweak Mini. Contact a hearing healthcare professional if you suspect any change in your hearing condition.

Your Tweak Mini may need to be reset. See page 22 for instructions.

Troubleshooting Tips (continued)

Whistling ("Feedback")

Your Tweak Mini has a best-in-class feedback management system. However, when your hand is near the device, you may hear a whistling noise, which is called "feedback." This may be caused by amplified sound bouncing off your hand back into the instrument. The noise usually quits when you take your hand away.

If the whistling doesn't stop once you've moved your hand away, ensure that the amplifier case is positioned properly behind the ear, and that the tip is positioned properly in the ear canal.

Try adjusting the volume. Tap the lower portion of the rocker switch to decrease volume.

Make sure the tube and tip are not clogged—use the cleaning line to be sure. (Refer to pages 14-15.)

Try using one of the provided domes.

Your Tweak Mini may need to be reset. See page 22 for instructions. Once reset, repeat steps on page 11 and choose a lower Amplification Setting. (Example: If you're currently on Amplification Setting 3, consider Amplification Setting 2.)

If the above fails to reduce feedback, email info@TweakHearing.com or call 1-888-815-3240 Monday-Friday 8 am-5:30 pm ET.

Sound is Distorted, Unclear, Intermittent or has Static Noise

Replace the battery.

Make sure the tube and tip are not clogged—use the cleaning line to be sure. (Refer to pages 14-15.)

Make sure the amplifier is clean and dry. We recommend nightly use of a Dry & Store appliance to remove moisture, prevent corrosion, and reduce wax buildup.

If you are near an electromagnetic field (for example, a computer screen or fluorescent lights), step away to see if the static clears.

Your Tweak Mini may need to be reset. See page 22 for instructions. Once reset, repeat steps on page 11 and choose a lower Amplification Setting. (Example: If you're currently on Amplification Setting 3, consider Amplification Setting 2.)

Your Tweak Mini may have a poor battery contact or may not be set up properly. Email info@TweakHearing.com or call 1-888-815-3240 Monday-Friday 8 am-5:30 pm ET.

How to Reset

After wearing Tweak Mini for a while, you may decide you want to try a different Amplification Setting than the one you initially selected.

Tweak Mini may be reset by following these simple steps:

- 1 With a battery inserted, **open the battery door.**
- 2 **Press and hold** the top or bottom part of the rocker switch.
- 3 While **still pressing and holding the rocker switch, close the battery door.**
- 4 **Continue pressing the rocker switch for at least 25 seconds**, then release the rocker switch.
- 5 **Open the battery door.**
- 6 When you close the battery door again, Tweak Mini is reset.

You may now proceed to select a new Amplification Setting. See page 11 for instructions.

Owner information

Each Tweak Mini has a serial number located on the underside of the amplifier. Please record this serial number in the owner information section below.



| | LEFT | RIGHT |
|-----------------------|------|-------|
| Serial Number | | |
| Color | | |
| Amplification Setting | | |

Owner Name: _____

Tweak Mini Purchase Date: _____

Place of purchase: _____

Warranty

See warranty card for more information.



www.TweakHearing.com

1-888-815-3240

A PSAP is a wearable electronic product that is not intended to compensate for impaired hearing, but rather is intended for non-hearing impaired consumers to amplify sounds in the environment for a number of reasons, such as for recreational activities. PSAPs are not intended to diagnose, treat, cure or mitigate disease.

If you think you have an undiagnosed hearing loss or have a history of excessive wax build-up, consult a hearing healthcare professional prior to using this product.