



SHIFT™

Frequently asked questions for clients

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General

1. How do I know if I have the right level of hearing loss for this product?

- SHIFT Ready-To-Wear hearing devices are for adults 18+, with mild to moderate hearing loss.

2. Can I let a family member or friend wear my SHIFT hearing devices?

- No, your SHIFT hearing devices should only be worn by yourself. It is not recommended to share your hearing devices.

3. Are there any other accessories available that work with my SHIFT hearing devices?

- The TV Connector (sold separately) is an optional accessory that when connected, sends sound from your TV directly to your hearing devices. The TV Connector can also transmit sound from stereo systems, computers and other audio sources.
- The Power Pack (sold separately) is an optional accessory that connects to your charger offering additional charge for your hearing devices, without the need of plugging the charger into an outlet.

SHIFT Hearing App

1. Where can I download the SHIFT Hearing app?

- The SHIFT Hearing app is free and available for download on the App Store and Google Play.

2. What do I need the SHIFT Hearing app for?

- The SHIFT Hearing app is required to set up your SHIFT hearing devices. Your devices will not be optimally functional until the app has been downloaded on your smartphone and you have completed all the steps for set up.
- Once set up is complete, you will be able to control the sound quality of your hearing devices with the remote-control function in the app. You can adjust volume (including advanced controls such as equalizer and wind noise reduction), change programs, and access additional functionality under the app settings.
- Check out our how-to videos, for instructions on how to use the SHIFT app with your SHIFT hearing devices.

3. Can I delete the SHIFT Hearing app once I have set up my hearing devices?

- No, you need to keep the app installed and your hearing devices paired to remain functional.

4. Do I need internet connection to use the SHIFT Hearing app?

- No, you do not need internet connection, but you do need to make sure the Bluetooth® setting in your smartphone is always turned ON.



5. What does the equalizer control do in the SHIFT Hearing app?

- The equalizer control adjusts the loudness of specific frequencies of your hearing devices.

6. I recently purchased the TV Connector. Where does this appear in the SHIFT app?

- When your TV and TV Connector are turned on and within range of your hearing device, press the button on the back of the TV Connector. The TV Connector will appear as a program option in the remote-control portion of the SHIFT app.
- Check out our how-to videos for instructions on how to use the SHIFT app, including program control, with your SHIFT hearing device.

Bluetooth® connection and troubleshooting

1. What is the difference between Bluetooth® classic connection and Bluetooth® low energy connection?

- Bluetooth® classic connection allows your hearing devices to stream music and phone calls to both ears.
- Bluetooth® low energy connection connects your hearing devices to the app, allowing you to control the volume and programs from your phone.

2. I see my right (R) SHIFT hearing device connected twice, and my left (L) SHIFT hearing device once under my Bluetooth® settings. Is this supposed to happen?

- Yes, the right device (R) appears twice because it's needed for both your Bluetooth® classic and Bluetooth® low energy connections. Your left device (L) is needed for your Bluetooth® low energy connection. You must have all 3 connections appear for the SHIFT app to function properly.

3. If you are having issues with your Bluetooth® connections, please try the following:

Bluetooth® classic troubleshooting

1. Open your Bluetooth® settings
2. Make sure Bluetooth® is ON
3. Restart the right device (the indicator light will continue to blink green until connected)
4. Under “devices” select your right device
5. Continue to follow the steps in the app to complete your connection

Bluetooth® low-energy troubleshooting

Method 1:

If you are unsuccessful connecting your devices to the app during the Bluetooth® low energy connection process, you will be prompted to restart both devices by turning them off and then on again, then tap “Next” to connect.



Method 2:

1. Open the SHIFT Hearing App
2. Go to app settings
3. Go to “My hearing devices”
4. Go to “Forget devices”
5. Remove both devices from the app
6. Select “My devices are setup” when prompted in the set-up overview
7. Once both devices are removed follow the instructions in the app to reconnect

Re-installing the App

1. Open Bluetooth® settings on your phone
2. Under “My devices”, remove all SHIFT devices by selecting “Forget this device”
3. Go to App store or Google Play to reinstall the SHIFT Hearing App
4. Open the SHIFT Hearing App, and follow the set-up instructions again
5. Select “My devices are setup” option when prompted in the set-up overview
6. When prompted to “Remove the LEFT device” in the app, restart both devices
7. Continue to complete the set-up instructions in the app

Product

1. How can I make sure I've put my SHIFT hearing devices on properly?

- Check out our how-to videos, for directions on how to put on your SHIFT hearing devices. Instructions can also be found in the SHIFT Hearing app, and in your product user guide.

2. How should I remove my SHIFT hearing devices without damaging them?

- To remove a hearing device, lift the body of the hearing device from behind your ear. Gently wiggle the dome out of your ear canal. Do not pull on the wire.
- For more information, check out our how-to videos for directions on how to remove your SHIFT hearing devices. Instructions can also be found in the SHIFT Hearing app, and in your product user guide.

3. How should I store my SHIFT hearing devices if I'm not wearing them for a long period of time?

- When not in use, store your hearing devices in the SHIFT charger.

4. Is it ok for me to sleep with my SHIFT hearing devices on?

- It is not recommended to sleep with your hearing devices on. Devices should be placed in the SHIFT charger overnight, plugged into a power source to ensure a full charge for the next day.

5. Is it ok to wear the SHIFT hearing devices in the shower?

- No, do not wear your hearing devices in the bath or shower or immerse them in water.



6. What happens if I get my SHIFT hearing devices get wet?

- If your hearing devices get wet, contact your hearing care professional. Do not attempt to dry them in an oven or microwave.

7. How can I tell which SHIFT hearing device is for what ear?

- Your hearing devices will be colour-coded with a marking on the outside of each hearing device.
Red = right ear
Blue = left ear
- Your left hearing device is also marked with a “L” and your right hearing device is marked with a “R”.

8. What happens if only 1 of my 2 SHIFT hearing devices stop working?

- The battery may have died. Place both hearing devices into the charger and check the indicator lights. If the lights are blinking, the devices are not fully charged. Leave in charger until indicator lights are solid green. Then remove the devices from the charger, which will turn them on automatically.
- If one or both of your hearing devices still won't charge, contact your hearing care professional.

9. Can I control volume and program changes from both my SHIFT hearing devices and the SHIFT Hearing app?

- Yes, you can control both volume and program changes through either the multi-function button on either hearing device or through the SHIFT Hearing app remote control.
- Check out our how-to videos, for an overview of your SHIFT hearing device controls and how to use the SHIFT Hearing app with your hearing devices.

10. How do I manually turn my SHIFT hearing devices on and off?

- Press and hold the lower part of the button on each hearing device for 4 seconds until the indicator lights change. The light will turn green to indicate they have turned ON. The light will turn red to indicate they have turned OFF.
- It is best to turn your hearing device on and off with the device removed from your ear, so you can see the color and state of the indicator light.

11. How do I take phone calls with my SHIFT hearing devices?

- You can accept, reject or end phone calls through either the multi-function button on your hearing devices or by using the controls on your mobile device/smartphone.

12. What should I do if the hearing device makes a whistling sound?

- A high-pitched whistling sound is known as feedback. This can occur when you turn on your hearing devices while inserting them into your ears, when slipping clothing over your head, hugging someone or putting your hand close to your ear. Our devices have feedback management technologies that greatly reduce the possibility of whistling.



Charging

1. How do I charge my SHIFT hearing devices?

- Check out our how-to videos, for instructions on how to charge your SHIFT hearing devices.
- The indicator light should not be red, while simultaneously placing the devices in the charger. To avoid this, place your hearing devices in the charger without turning them off. They will begin charging automatically.

2. Do my SHIFT hearing devices come fully charged?

- Your SHIFT hearing devices will arrive with a 30% charge out of the box, which should last approximately 3 hours depending on use.

3. How long should I charge my SHIFT hearing devices before I wear them for the first time?

- It is recommended to fully charge your hearing devices before wearing them for the first time. It can take up to 3 hours to fully charge your hearing devices.
- If you want to set up and use your hearing devices right away, you will have a 30% charge, which should last approximately 3 hours depending on use.
- Make sure your charger is connected to a power source. The indicator light on your hearing device will become solid green when fully charged. The charging process will automatically stop when the batteries are fully charged, so your devices can be safely left in the charger.

4. How long will it take to get a full charge on my SHIFT hearing devices?

- It can take up to 3 hours to fully charge your hearing devices.

5. Can I close the lid of my SHIFT charger while charging?

- Yes, it is recommended to close the lid while your hearing devices are being charged. This will keep them clean and away from small children and pets.

6. How long will the rechargeable batteries last?

- The rechargeable batteries will last for approximately 2 years, depending on degree of use.

7. I noticed there's a plug on the bottom of the SHIFT charger. What is this for?

- This plug is for the charger power pack, an optional accessory (sold separately) for your SHIFT hearing devices.

Expectations

1. Is there an adjustment period to wearing the SHIFT hearing devices?

- It takes a bit of time and patience to get used to how things feel and sound with your new SHIFT hearing devices. Try to wear them as much as possible to get the most benefit, gradually increasing the length of time you wear them each day over the course of the first week or two.

2. My voice sounds weird when I wear my hearing devices - how long will this last?

- When you first wear your SHIFT hearing devices, your voice will seem louder than usual. This is normal. It may take a few days to adjust to hearing your voice through the microphones.



3. My ears feel blocked, is this normal?

- When you first use your SHIFT hearing devices, your ears might feel as though they are blocked. Some people describe it as like having earplugs in their ears. Our domes have a small vent that helps address occlusion by allowing natural sound to pass into the ear. It may take a few days to adjust to the feeling of the hearing device in your ear. Trying a different size dome may also affect this.

Service and support

1. How can I return my hearing devices if I'm not satisfied?

- Check with your hearing care professional to find out about the timing and conditions for returning devices.

2. Where can I find my serial numbers for support issues?

- The serial numbers can be found on the back of your hearing devices, under the colored plates.
- They are also found in the name of your device under Bluetooth® settings, and in the SHIFT app during set-up. The name appears as "Shift L – xxxxxxxx" or "Shift R – xxxxxxxx", where the series of "xxxxxxx" represents your serial number.

3. How can I get more refills of domes, or wax guards?

- Contact your hearing care professional.

4. What is the warranty for this product?

- We offer a one-year warranty on your SHIFT Ready-To-Wear Hearing Device. Please contact your hearing care professional for details on your coverage.

Care and maintenance

1. How should I clean my SHIFT hearing devices?

- Gently wipe down the microphone ports and domes daily with your SHIFT cleaning brush and/or a soft cloth or tissue. Do not use alcohol or cleansers, as they can harm the internal components and circuitry.
- When not in use, always store your hearing devices in the charger to keep clean. Make sure your charger is connected to an outlet, so your hearing devices keep their charge. Do not leave your hearing devices loose on a table.
- If you need to put your hearing devices down and don't have the charger with you, place them on a clean tissue. Avoid placing your devices on surfaces containing products that could irritate your ears.
- Check out our how-to videos, for directions on how to clean and maintain your SHIFT hearing devices. Instructions can also be found in your product user guide.



2. How often should I clean my SHIFT hearing devices?

- Taking good care of your hearing devices can help extend their life and ensure they maintain their sound quality. It is strongly recommended to clean your hearing devices at the end of each day of use, prior to placing them in the SHIFT charger to charge.

3. What happens if there's wax in my SHIFT hearing device?

- You can use your SHIFT cleaning brush, or soft cloth or tissue to remove ear wax and other debris from your hearing device. Never use sharp objects to clean wax from your hearing devices.
- It may be time to replace your wax guard. Check out our how-to videos for directions on how to clean and maintain your SHIFT hearing devices by changing the wax guard. Instructions can also be found in your product user guide.

4. What is a wax guard and how often should I replace it?

- Wax guards are tiny white filters in the tip of the speaker unit of your hearing device. Overtime, wax build up can cause the sound of the hearing device to become soft or could block the sound altogether. Disposing of the used filter, and inserting a new filter is all it takes to change your wax guard.
- If you notice a difference in the sound quality of a device, it's likely time to replace the wax guard. The black CeruShield™ disk that comes with your SHIFT hearing devices includes 8 replacement wax guards. The frequency of changing the wax guard can vary from user to user. It depends on the person and how much wax is produced in the ear. Wax guards are available for purchase online or from your hearing care professional.
- Check out our how-to videos, for directions on how to clean and maintain your SHIFT hearing devices, by changing the wax guard. Instructions can also be found in your product user guide.

5. How do I change the domes on my SHIFT hearing devices?

- Domes should be replaced every 3-6 months or when they become stiff, brittle or discolored. To remove the dome, securely grip the speaker unit and pinch the dome and gently peel it back and off the speaker unit. Next, take a new dome and insert the end of the speaker unit into the opening of the dome and push it in until you feel it secure itself in the dome. You should feel a slight click.
- Check out our how-to videos, for directions on how to change your domes on your SHIFT hearing devices.

6. What is a drying capsule, and how do I use it?

- Drying capsules (sold separately) help dehydrate your devices of excess moisture while in the closed charger. There is a space in the inside lid of your SHIFT charger to store the drying capsule.
- Contact your hearing care professional to purchase drying capsules. affected and feedback is likely to occur. M, P and UP receivers SHOULD NOT be used under any circumstance with SHIFT devices.