

Get to know your **Neosensory Clarify**

This guide will help you set up your wristband, explain how Clarify works, and troubleshoot common problems.

Contents

Anatomy of your wristband	2
Getting started	
Pair the Neosensory app with your smartphone	2
Wearing your wristband	3
Turn on your wristband	
Using Clarify in your daily life	4
Using your band in other modes	6
Troubleshooting	7
Frequently Asked Questions	9



- 1 Power button**
Press to turn your band on or off.
- 2 Four motors**
High-frequency parts of speech are represented by different vibrations.
- 3 Discreet band holder**
Easy to adjust retainer keeps your band secure.
- 4 Hypoallergenic band**
Comfortable, easy to clean, and medical quality.

Getting started

- **Pair the Neosensory app with your smartphone**
 1. Download the Neosensory app onto your phone (available for iPhone and Android).
 2. Turn the wristband on with the power button on the side.
 3. Make sure your phone's Bluetooth is turned on.
 4. Open the Neosensory app and follow the instructions.



- **Wearing your wristband**

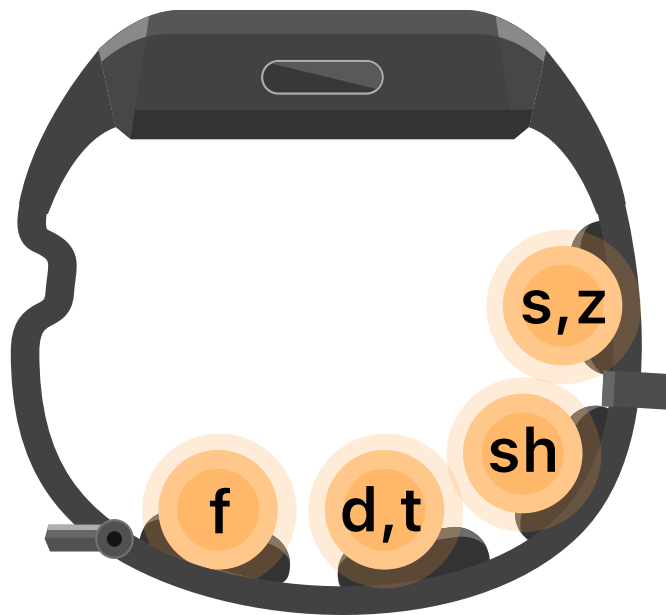
1. Slide the strap into the clasp until the band fits snugly around your wrist.
2. We suggest you wear the wristband with the face on the top of your wrist (the - and + will be facing you).
3. You can wear it on either wrist.
4. Wear your wristband snugly (but not uncomfortably). It should feel good on your wrist while still ensuring the motors are pressed against the skin.
5. Use the clasp to secure the band and the loop to hold the remaining strap material.



- **Turn on your wristband**

Press the power button. You should see three green lights appear.

As people grow older, their hearing diminishes. This is typically because of the loss of high frequencies (which is why this is also known as high-frequency hearing loss). As a result, people have difficulty understanding conversations, especially with children or females (who tend to have higher-pitched voices).



Once you have selected **Speech Clarity Mode** in the Neosensory App, your wristband will start “listening” to speech around you. Specifically, the wristband uses machine learning to capture just the high-frequency sounds in real time (such as f, d, s, t, v, etc), and it buzzes in particular ways to tell you whenever one of those sounds has occurred.

In this way, you’ll be able to combine signals: your ear is taking care of the medium and low frequencies, while the wristband is clarifying what happens at the high frequencies.

Within about 3 weeks the brain effortlessly fuses these signals, and people describe this like a pair of eyeglasses for their ears. No special training is required; you only need to be around speech (conversation with friends, your own voice, podcasts, movies, etc).

We recommend that you wear your Clarify band for at least two hours a day while listening to speech. This can take the form of podcasts, audiobooks, movies, tv shows, or chatting with friends and family. In order to maximize your results, consider the following tips:

Wear your Clarify band all day.

The more time you spend around speech, the faster your brain will learn to interpret Clarify's vibrational patterns.

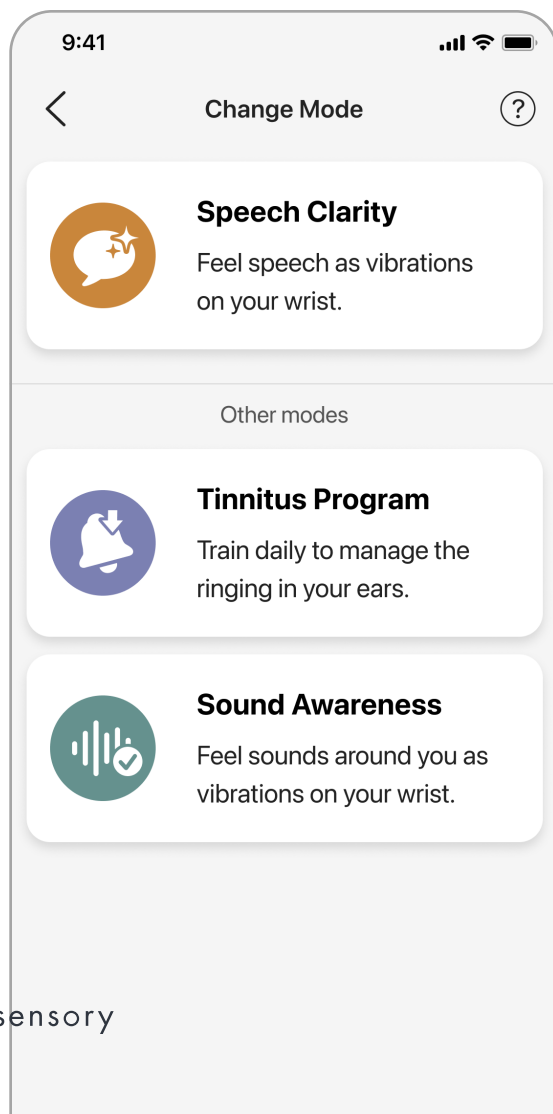
Don't listen using headphones.

Always listen to media out loud so your Clarify band can pick up the sound. You'll know it's working when you can feel vibrations on your wrist.

Your wristband can also help you manage ringing in the ears (known as tinnitus). Tinnitus affects 15% of the population and is often associated with hearing loss. You can use your Neosensory band's tinnitus function at no extra cost.

Neosensory's tinnitus program works by pairing sound and touch (known as bimodal stimulation). By listening to a set of tones for 10 minutes a day while wearing your band at the same time, your brain receives two inputs at the same time (sound and touch). Over time, neuroplasticity allows your brain to distinguish real sounds from the ringing in your ears.

How to switch between Speech Clarity Mode and Tinnitus Mode



Open your app, click on the top left menu and select **Device Settings**. Then click on **Speech Clarity – Change Mode** and select **Tinnitus Program**.

From here, complete your first 10-minute listening exercise and switch back to Clarify at any time. Don't worry – doing the tinnitus exercise won't affect your ability to listen to speech using Clarify.

- **Problems logging in**

Logging in the first time

If you purchased a wristband on our website, use the same email and password you created at the time of purchase to log into the app.

Forgot your password? Simply follow the “I don’t remember my password” instructions.

If you did not create an account on our website when you bought your Clarify, or if Clarify was given to you as a gift, please click “Create an account” on the login page.

I don’t remember my password

If you forget your password you can click on “**Forgot Password**” and you will be emailed a password reset link.

- **My wristband isn’t picking up on sounds**

If your wristband isn't vibrating when you are around speech, check the following:

1. Is my wristband on? Turn your wristband on by pressing the power button. If you don't see 3 green lights and feel vibrations when you press the + or - buttons, go through our reset flow in the “my wristband won’t turn on” question below.

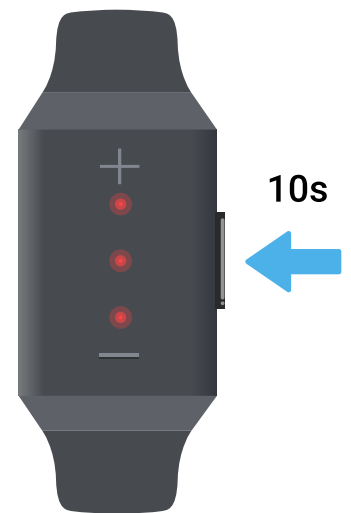
2. Is there anything blocking the microphone, such as clothing or dirt? The microphone hole on the top needs to be clear to pick up on sounds.

3. For Tinnitus mode: What sensitivity level is your wristband on? If you’re not sure, push the + button until your wristband shows 3 white lights. Using a higher sensitivity level will let you pick up on more sounds.

- **My wristband won't turn on**

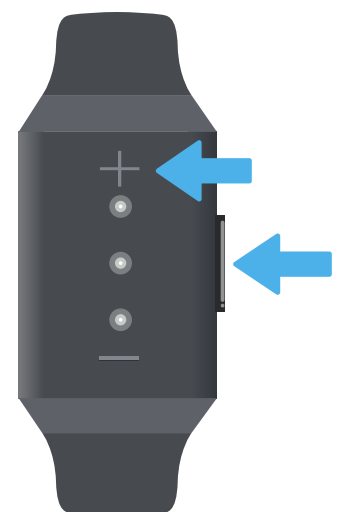
If your wristband won't turn on even though it's charged, use the following steps to do a **reset to default settings**.

1. Hold the power button for 10 seconds until you see the red lights countdown from 3 to 0.
2. Release the power button.
3. After a few seconds, green flashing lights will indicate your wristband has completed the hard reset.
4. In a few more seconds, the wristband will turn itself back on.



- **My wristband won't pair with my smartphone**

1. Hold down the power button and the plus (+) button until the LEDs scroll back and forth, and then release both buttons.
2. Wait until the LEDs have stopped scrolling (around 45 seconds), and all LEDs are off. The band should now be powered on and responding to sound.
3. In your phone's System Bluetooth settings, remove your wristband from the list of known Bluetooth devices.
4. In the Neosensory phone app, go to menu by pressing the 3 horizontal bars in the top left, then "Device management", then select your device, then "Remove Device".
5. Connect your wristband to the Neosensory phone app by pressing "Add device" from the app menu.



hold (+) and power

How long do I need to wear the band to notice a difference?

About 3 weeks. Wear it everyday and you'll start to experience a difference in the clarity of hearing speech.

Can I also manage my tinnitus with the same wristband?

Yes. Once you purchase the band you'll get unlimited access to our Duo program, which helps 87% of users manage their tinnitus symptoms after 2 months of use. Simply select the "Duo for Tinnitus" mode within the app and start the daily 10-minute exercises. We will not charge you anything extra for this additional functionality.

Is a doctor required to fit or prescribe Clarify?

No. Clarify is designed to work out-of-the-box, with no custom fitting required. Simply purchase the appropriate size for you (using our sizing chart), put it on your wrist, and make sure you are around speech.

What level of hearing loss is Clarify suited for?

Clarify is suited for mild and moderate hearing loss, and specifically for what is called age-related high-frequency hearing loss. As people grow older, they tend to lose hearing for high-frequencies (such as a bird chirping) while their low frequencies (say, an engine rumbling) can be heard just fine. As a result, people can hear many sounds of speech – but they have a difficult time distinguishing high-frequency sounds, such as "s", "z", "th", "f", and others. This makes listening to speech effortful and difficult. People with this very common form of hearing loss report a slightly harder time understanding speech from females and children, who tend to have higher voices.

Do I need to go through a training program?

No. The important thing is simply to be around speech. Once you put on the wristband, try to find conversation partners. Listen to audiobooks. Watch the television. That's it. Your brain will take that practice and build its understanding of how to combine the signals from the ear and the wrist. After a few weeks, users describe their experience "like a pair of eyeglasses on your wrist".

Do I need to see a doctor to know if I have high-frequency hearing loss?

Ideally, you'll want to see your audiologist to understand whether your hearing loss is in the high-frequencies (the most common form of age-related hearing loss).

Can I use Clarify together with hearing aids?

Yes, Clarify can be used on its own or in conjunction with hearing aids or any other hearing assistive technology.

Do I have to be tech-savvy to use the Clarify?

You don't need to be tech-savvy at all. Our app is required only once for activation, and we designed it to be simple, accessible and intuitive. If you need assistance, you can ask our support team to guide you through the required steps: they are available via email at support@neosensory.com and on the phone at (650) 385-8440.

Does Clarify work in a crowded room? Can it isolate the voice of the person speaking to me?

Clarify can work in a crowded room and tries to represent the voice of the person speaking with you. You may find that Clarify works better in one-on-one conversations.

Can Clarify help me understand the TV or radio?

Clarify helps you understand speech on the radio, television, or anything else played through a speaker (say, a podcast or movie) in the same way it helps you understand in-person speech. Note that this helps you understand phone conversations as long as you put the phone on speaker – the wristband needs to be able to hear the conversation to help.



For more information about the Clarify program or any of the topics above, please reach out to our customer support team at support@neosensory.com or our phone line at **(904) 414-4708** and we will be more than happy to help.