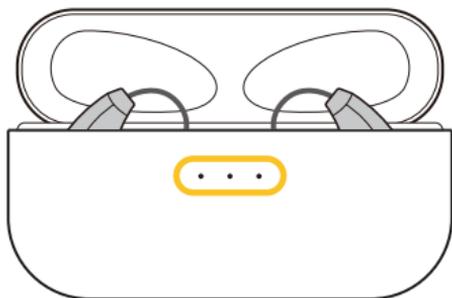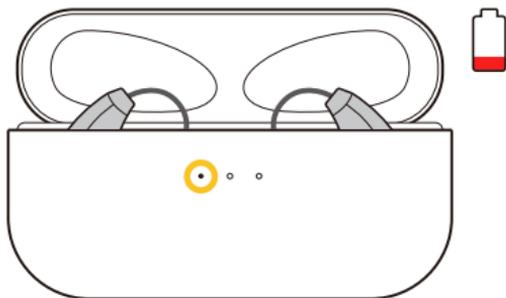# Quick Start Guide

This guide is designed to help you set up Orka One and navigate your way through Orka Health App.

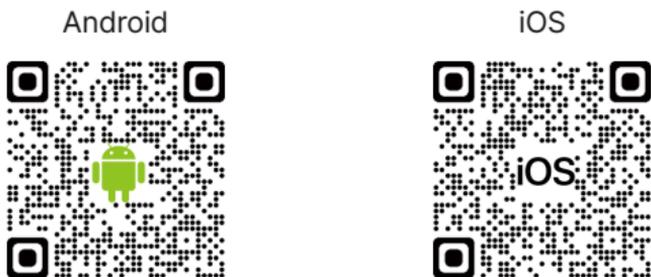# 1 Setup

① Check your hearing aids

- The LED light indicates charging case power. Open the lid, three lights will turn on. This means your case is fully charged
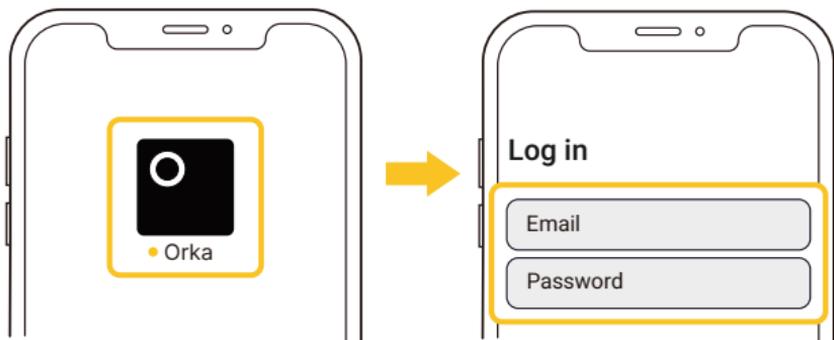

- If only one light is on, please charge your case before proceeding with setup
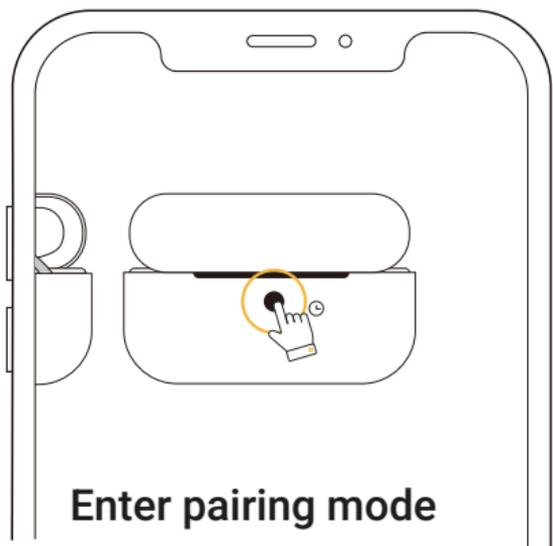
② Download Orka Health app

Android

iOS

- Before connecting to Bluetooth, scan QR code and download the app

③ Login

Log in

Email

Password

- Use the account you created at checkout
- Or create a new account to login

④ Follow app instructions

Enter pairing mode

- **Questions?** Get support through **support@hiorka.com**
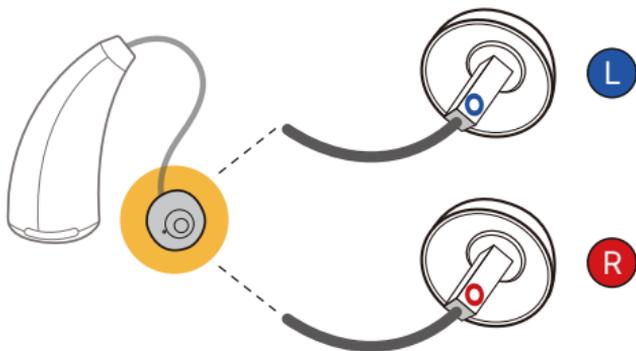- Or call us at **(800)653-6022**
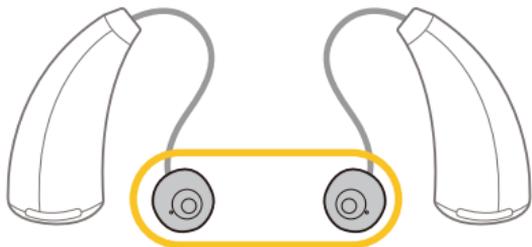
2 Basic Info

① Use hearing aids
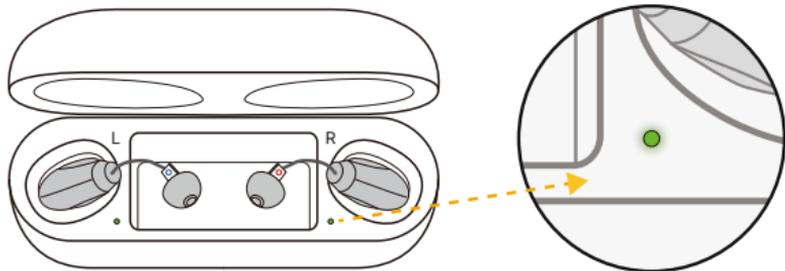
- Open the lid, the LED will light up to indicate your hearing aids are turned on

② Distinguish left & right

③ Select proper domes

- There are 3 different types of domes in size: Small, Medium and Large

- **Open dome:** for more natural sound
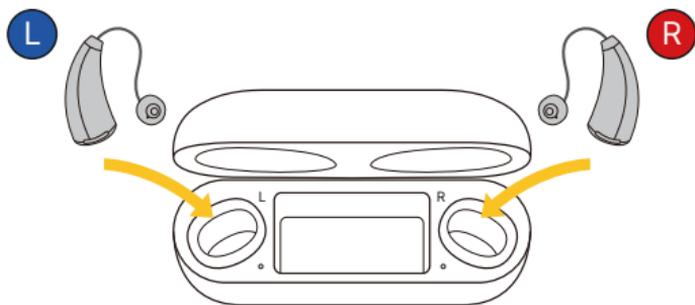

- **Closed dome:** for better bass response

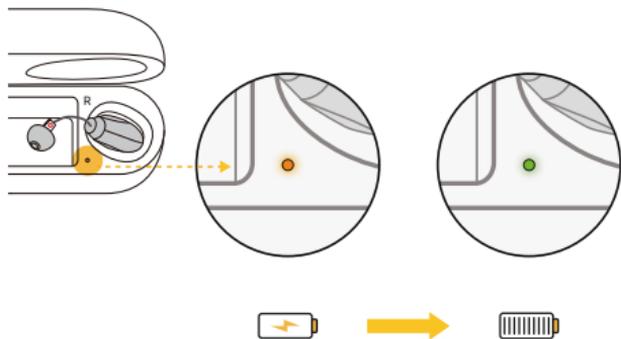- **Double dome:** for greater sound enhancement

- Your hearing aid comes with Closed Medium dome already attached

3 Charging
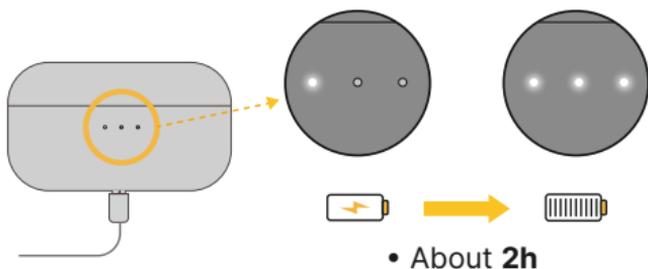
① Place each hearing aid in the case
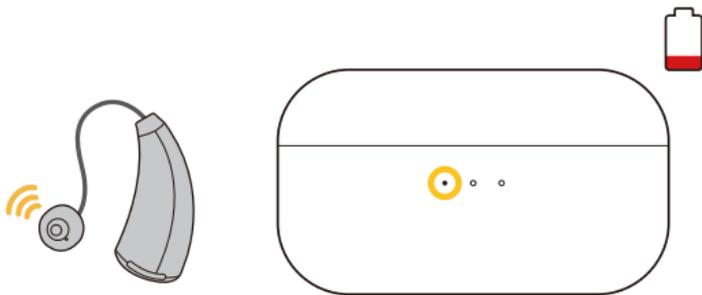

- **Close** the lid to start charging

- A full charge will take about **1.5** hours

② Charge the case

- About **2h**

③ Low battery indication

- Charge hearing aids when you hear a "**low battery**" message
- Charge the charging case when there is only one light on

4 Two Modes

① Hearing aid mode

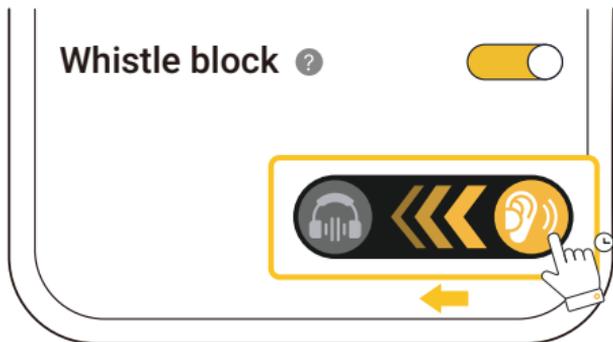• For sound enhancement

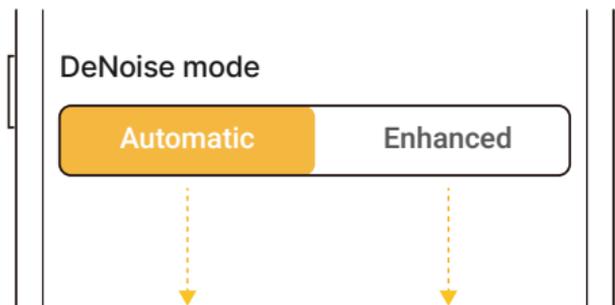## ② Bluetooth mode

• For streaming and calls

③ Switch modes

X2

- Double tap the hearing aid to answer phone calls and switch between different modes

Whistle block ❓

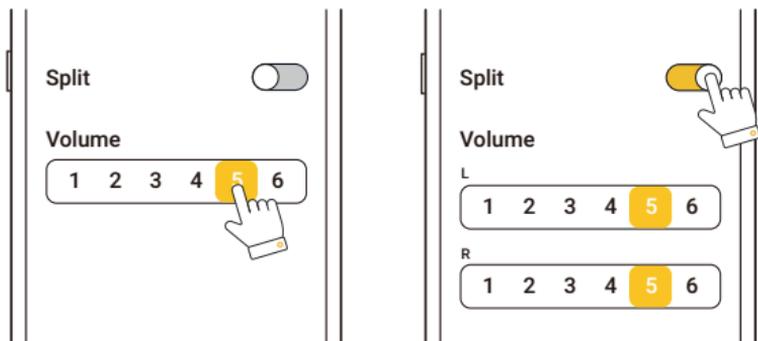- You can also press and slide to switch mode in the Orka Health app

5 Hearing Aid Controls

① DeNoise mode

DeNoise mode

| Automatic | Enhanced |

• For common settings   • For noisy settings

② Adjust volume

Split

Volume

| 1 | 2 | 3 | 4 | 5 | 6 |

Split

Volume

L
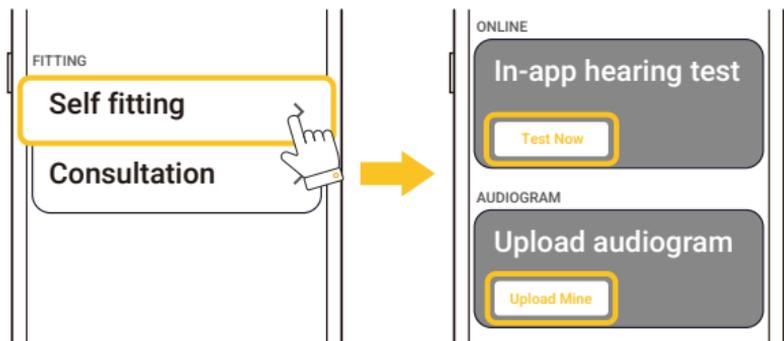| 1 | 2 | 3 | 4 | 5 | 6 |

R
| 1 | 2 | 3 | 4 | 5 | 6 |

• Adjust the volume of both ears at the same time

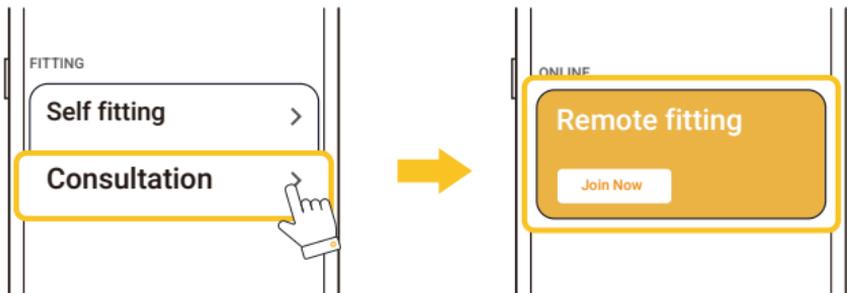• Turn on "**Split**" to adjust the volume separately

③ Hearing profile

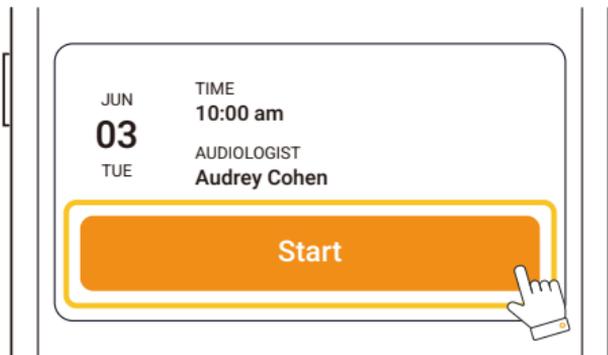• Access "**Menu**" in the top left corner

• Upload your audiogram if you have one available
• Take the in-app hearing test if you do not have one with you
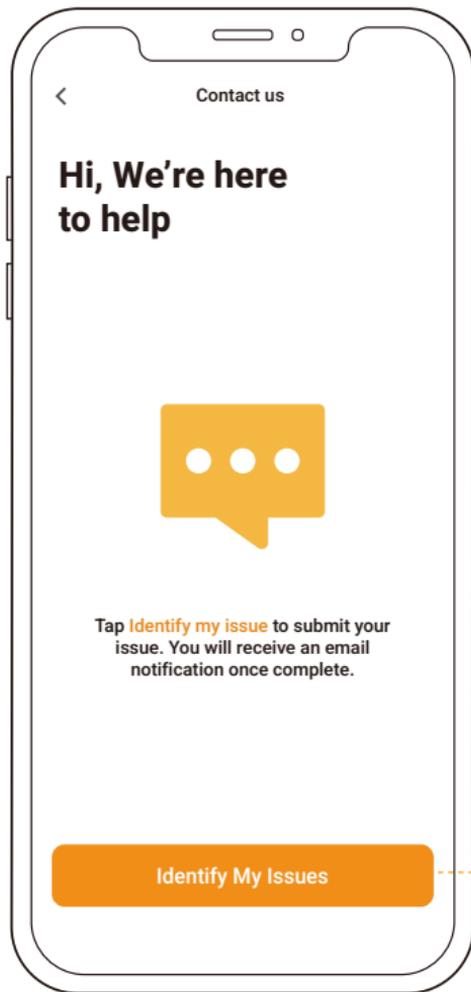
6 Remote Care

① Remote fitting

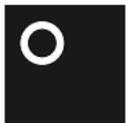- Enter Menu in the top left corner. Find "**Remote Fitting**" under "**Consultation**"

- Schedule an appointment to start a fitting session with an audiologist

② Contact us

Contact us

Hi, We're here to help

Tap Identify my issue to submit your issue. You will receive an email notification once complete.

Identify My Issues

- Got questions or issues? Contact us through "**Menu**" → "**Contact Us**"

- Report your issues here

ORKA