

Evine / Lucid Audio
Customer Support Document

Campaign	Date	Time
July 17, 2019, ITC, BTE	Wednesday, 7/17	8 pm to 9 pm CT
Replay	Thursday, 7/18	5 am to 6 am CT

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Evine Support, Product Sales

Contact Evine Customer Support Number

rev. 3.13.2019

- 📞 “Thank you for calling Lucid Audio, this is <name>, how may I help you?”
- 📞 “The number for Evine is 800-676-5523.”
- 📞 <http://www.evine.com>

Lucid Audio Tutorials

rev. 3.13.2019

- 📞 <https://lucidaudio.com/tutorials-psaps/>
- 📞 <http://lucidaudio.com/>

Where to Purchase

rev. 3.13.2019

- 📞 “Thank you for calling Lucid Audio, this is <name>, how may I help you?”
- 📞 “We offer our devices on our website, LucidAudio.com and Evine.”
- 📞 <Provide them with the information for Evine if they are calling about Evine. Otherwise provide them with the Lucid Audio website information. Taking the time to search will be appreciated by the patient>
- 📞 <https://lucidaudio.com/tutorials-psaps/>

Lost One Unit

rev. 3.13.2019

- 📞 “Thank you for calling Lucid Audio, this is <name>, how may I help you?”
- 📞 “I’m sorry to hear that. If you will provide me with your name and phone number I can look into arranging a replacement.”

Price Difference Evine, Amazon, and Walmart Site

rev. 3.13.2019

- 📞 “Thank you for calling Lucid Audio, this is <name>, how may I help you?”
- 📞 “The Enrich Pro product line and housings are the same, but the Premier line of Lucid Audio Hearing Amplifiers are the top of the line “Ready to Wear” product we sell, it is only available on

Evine and our own website. You would need to go to a hearing center and spend much more to get any better than this product.”

- 📞 <If they want specifics> “The key differences are:
 1. Internal components are upgraded over lower priced versions
 2. Matched Knowles® microphones
 3. Upgraded internal firmware provides more robust feedback management
 4. Newest version of Lucid® software provides most natural sound offered in a hearing amplifier
 5. New open fit tips that provide a less occluded experience that some customers find more comfortable.

Returns & Warranties

Return Inquiries

rev. 3.13.2019

- 📞 “Thank you for calling Lucid Audio, this is <name>, how may I help you?”
- 📞 “What was the purchase date of your <product name>?”
- 📞 <If within the return period> “Your purchase agreement was made with Evine, and they have asked that we direct you to Evine for assistance. Would you like the number to Evine?”
- ✉️ “Thank you for your email requesting a return for the <product name>. I am happy to provide you with the contact information for Evine. Evine can provide specific guidance on your return request. You can reach the customer support for Evine at 1-800-676-5523.

Warranty Claims

rev. 3.13.2019

- 📞 “Thank you for calling Lucid Audio, this is <name>, how may I help you?”
- 📞 “What was the purchase date of your <product name>?”
- 📞 < **SKIP IF OUTSIDE THE RETURN PERIOD** > “Your purchase agreement was made with Evine, and they have asked that we direct you to Evine for assistance. Would you like the number to Evine?”
- 📞 “We apologize for this inconvenience, we are happy to exchange the product. Please mail the device to us at 14301 FAA Blvd. Ft. Worth, Texas. 76155.”

Missing or Defective Batteries

rev. 3.13.2019

- 📞 “Thank you for calling Lucid Audio, this is <name>, how may I help you?”
- 📞 “I apologize for this inconvenience, we will get batteries sent out to you right away. Can I have your name, address, and phone number in case we need to contact you?”
<Provide part # and customer information to Sarah Hudson>

Missing Parts

rev. 3.13.2019

“Thank you for calling Lucid Audio, this is <name>, how may I help you?”

- ☎ “What was the purchase date of your <product name>?”
- ☎ “I apologize for this inconvenience, we will get <part> sent out to you right away. Can I have your name, address, and phone number in case we need to contact you?”
<Provide part # and customer information to Sarah Hudson>

Device Operations

Instructions – “How To...”

rev. 3.13.2019

- ☎ “Thank you for calling Lucid Audio, this is <name>, how may I help you?”
“I apologize for the lack of detail. I am happy to help you over the phone or if you would like we do offer video tutorials that are located on our Lucid Audio website. These have great demonstrations. If you have your product cards handy, the address is located on the card with the Stop Sign and also on the front of the user manual. I can also provide the address to you – would you like the address?” <https://lucidaudio.com/tutorials-psaps/>

Volume

rev. 3.13.2019

- ☎ “Thank you for calling Lucid Audio, this is <name>, how may I help you?”

ITC

- ☎ <ITC> “The volume control is the small grey button near the battery door, can you locate it?”
(Help them locate the button if they cannot find it.)
- ☎ <ITC> “The button will shift upwards and downwards to control the volume, it doesn’t press into the device.” (Depending on their level of perception- you may need to use the pull cord as a landmark to indicate up and down.)

BTE

- ☎ <BTE> “The volume control is located on the back of the device, it is a rocker switch similar to what would be found on a TV remote. Do you see it? (Continue helping them locate it if not.)
- ☎ <BTE> “Much like a TV remote, the upper portion of the button will be pressed to increase the volume and the lower portion of the button will be pressed to decrease the volume. (Have them situate the device as if it was on their ear if they are having trouble determining upper and lower portion.)

- ☎ Refer them to the video “Adjusting the Volume” located at the bottom of the page
<https://lucidaudio.com/tutorials-psaps/>

Assembly / Battery

rev. 3.13.2019

- ☎ “Thank you for calling Lucid Audio, this is <name>, how may I help you?”
- ☎ <Batteries> “The battery will be inserted with the flat side up. If you have trouble inserting the battery you can leave the sticker on, insert with the sticker side facing you. Once the battery is fully inserted you can remove the sticker.”

(How to open battery door may need to be explained, with both the BTE and ITC you will have to gradually help them locate the “thumb notch” for opening device)
- ☎ Refer to the Inserting Batteries tutorial video at the bottom of the Lucid Audio webpage <https://lucidaudio.com/tutorials-psaps/>

Assembly / Domes

rev. 3.13.2019

- ☎ <Domes> “The dome size is dependent on your ear. Pick the dome that is most comfortable. However, if you hear a lot of squeaking, then you should try a larger size.”

ITC

- ☎ ITC “Press the dome onto the small connector, it will be on the side opposite of the battery door. You will not hear a click but pressing hard will not damage the device.”

BTE

- ☎ BTE “Press the dome onto the small speaker at the end of the wire. Try to make sure the dome is all the way on by watching for the speaker to be flush with the other end of the dome.”

Cleaning

rev. 3.13.2019

- ☎ “Thank you for calling Lucid Audio, this is <name>, how may I help you?”
- ☎ “The best way to clean them is by wiping your device with a soft, dry cloth every day and carefully removing any traces of wax and debris.”
- ☎ <Skip if they have brought up cleaning tool> “There is also a cleaning tool included with your purchase- have you located that?”
- ☎ “You can gently remove wax from the speaker using the pick at the end of the cleaning tool.”
- ☎ “The domes may also need cleaning. <Domes> You can place the domes in warm water with a mild detergent, but make sure not to get the listening device wet. Be sure that the domes are **entirely dry** before reattaching them to your device. For example, if you wash the dome, leave it out overnight to dry – the center tube area takes longer to dry completely. If the speaker gets wet, it will ruin the device. ”

IP Rating – Dust/Water Resistance

rev. 3.13.2019

- ☎ “Thank you for calling Lucid Audio, this is <name>, how may I help you?”
- ☎ “We are confident that our device meets the IP57 standards.”

Note for Contact Center Staff ONLY: IP stands for Ingress Protection. The individual numbers denote how well a product is resistant to solid objects/particles and liquids. The first digit is in the range 0-6 and the second ranges from 0-8. Most products advertised as rugged will have the 57, 58, 67 or 68 categories.

The first digit recognizes the mechanical protection... in our instance this is a 5 and represents the amount of dust that would interfere with the operation of the equipment. Note that a #6 means dust tight.

The second digit illustrates the level of water ingress protection...in our instance this is a 7 and represents protection against the immersion in water up to 1M when suppressed.

Our device has not been lab tested – it’s important not to misrepresent this.

Troubleshooting

Reported Dead Aid

rev. 3.13.2019

- ☎ “Thank you for calling Lucid Audio, this is <name>, how may I help you?”
- ☎ “Sometimes the speaker or microphone gets blocked, can you try clearing it?” <Explain cleaning procedure if necessary.>
- ☎ Work with the Customer to try to produce feedback.
- ☎ “We apologize for this inconvenience, there is one more thing we can try to determine if the device is defective. If the batteries you received are defective, it impacts the performance of the device. We recommend trying batteries from a local retailer, such as Sam’s Club or a local pharmacy to rule out this possibility.”

<If Batteries have been tried or patient is unhappy with buying batteries refer to [Return](#) if within return period or [Warranty](#) if outside return period.>

Defective Device

rev. 3.13.2019

- ☎ “Thank you for calling Lucid Audio, this is <name>, how may I help you?”
- ☎ “What was the purchase date of your <product name>?”
- ☎ <If less than/equal to 30 days> “Your purchase agreement was made with Evine, and they have asked that we direct you to Evine for assistance. Would you like the number to Evine?”
- ☎ <If greater than 30 days> “We apologize for this inconvenience, we are happy to exchange the product. Please mail the device to us at 14301 FAA Blvd. Ft. Worth, Texas. 76155.”

Feedback

rev. 3.13.2019

- ☎ “Thank you for calling Lucid Audio, this is <name>, how may I help you?”
- ☎ “This is often caused by sound escaping the ear. Have you tried using the larger dome that was provided?
< <If No>- “Please attach the larger dome and see how it fits. --- Has this solved the problem?”
- ☎ “Often times reducing the volume will solve this. Let’s see if that works.” (Explain Volume Control if necessary)
- ☎ “The only other possibilities are that you may have a blockage in your ear canal or a malfunctioning device.”
- ☎ <Warranty> “We apologize for this inconvenience, we are happy to exchange the product. Please mail the device to us at 14301 FAA Blvd. Ft. Worth, Texas. 76155.”
- ☎ <Return> “Your purchase agreement was made with Evine, and they have asked that we direct you to Evine for assistance. Would you like the number to Evine?”

Device Does Not Fit in Canal

rev. 3.13.2019

- ☎ “Thank you for calling Lucid Audio, this is <name>, how may I help you?”
- ☎ “I have a few questions to help diagnose what the issue could be:
 - “If the device is upside down or it is being inserted into the wrong ear it will not fit. Let’s check and see if that would be the issue.”<If patient is unsure of proper orientation or left/right then inform them of indicators- pull cord/ concha lock and color>
- ☎ “This is typically caused by the ear canal being too small. Do you have the smaller dome attached?”
- ☎ <If yes> “It is possible to wear the device without a dome, but you want to be sure that it is secure. The dome helps the device stay properly positioned in your ear and can even help keep it from falling out. Please check that the device is secure in your ear before wearing it without a dome.”
- ☎ <If yes> “It is possible that there is a blockage in the ear canal. If you have the canal examined we can eliminate this possibility.”
- ☎ <If no> “We recommend trying the smaller dome in these cases. Please remove the larger dome and attach the smaller dome that was included.”
- ☎ <In cases device simply cannot fit> “What was the purchase date of your <product name>?”
<If within the return period> “You may need to return the device to Evine, and they have asked that we direct you to Evine for assistance. Would you like the number to Evine?”