Eko DUO (2nd Gen) Frequently Asked Questions

[What is the Eko DUO ECG + Digital Stethoscope?](https://www.ekohealth.com/product/eko-duo-ecg-digital-stethoscope-details)

Eko DUO is a pocket-sized cardiac examination system used to detect early signs of heart disease and facilitate timely care for patients in and out of the clinic. By combining ECG and auscultation, clinicians get more information at a glance without disrupting workflow or running costly tests. FDA-cleared software enables clinicians to capture, transmit, and analyze electromechanical information in as little as 15 seconds from the clinic or the comfort of patients’ homes.

The latest generation of DUO is optimized for a wireless workflow through enhanced Bluetooth connectivity with most wireless listening devices allowing clinicians to assess patients freely and untethered. DUO can still be purchased with removable earpieces to be used like a traditional stethoscope to meet any provider’s preference.

[What are the differences between the 1st and 2nd generation DUO?](https://www.ekohealth.com/product/eko-duo-ecg-digital-stethoscope-details)

The 2nd generation DUO was introduced for sale by Eko on August 15, 2021. It offers improved ECG quality, sound quality, Bluetooth signal strength, and battery performance. Its enhanced connectivity simplifies the workflow for clinicians who prefer to perform exams wirelessly. The 2nd generation DUO can also be purchased with earpieces for clinicians who prefer to use DUO like a traditional stethoscope.

[What’s the difference between buying the DUO with or without earpieces?](https://www.ekohealth.com/product/eko-duo-ecg-digital-stethoscope-details)

DUO was designed for the versatility to listen and assess the way you want. You may choose to purchase DUO with or without earpieces. There are no limitations or compromises on utility or performance with either option. The choice is based entirely on the user's preference.

Both DUO selections come with a threaded 3.5 jack that accepts DUO Earpiece, wired headphones, or audio cable. DUO supports wireless listening with [most Bluetooth](https://support.ekohealth.com/hc/en-us/articles/1260805032469-System-Requirements-Wireless-Screening-Compatibility) headphones, hearing aids, and other audio devices. Even if you purchase DUO with an earpiece, you can detach the earpiece and connect to a Bluetooth-enabled device at any time.

[What is the warranty and return policy for the Eko DUO?](https://www.ekohealth.com/product/eko-duo-ecg-digital-stethoscope-details)

The DUO ECG + Digital Stethoscope comes with a 2-year warranty which is warranted against any defects in material and workmanship.

All stethoscopes purchased on the Eko website are backed by a 100% refundable, 30-day workflow trial, so you can use it in your clinical environment. We offer free returns within 30 days of receiving your stethoscope. [Read full policy →](https://www.ekohealth.com/pages/warranty-returns)

[Does the DUO work for Bluetooth or wireless listening?](https://www.ekohealth.com/product/eko-duo-ecg-digital-stethoscope-details)

Yes, the DUO supports wireless listening with [most Bluetooth](https://support.ekohealth.com/hc/en-us/articles/1260805032469-System-Requirements-Wireless-Screening-Compatibility) headphones, hearing aids, and devices. Learn how to listen wirelessly using the Eko Clinic App for [iOS](https://support.ekohealth.com/hc/en-us/articles/1260804868509-Using-Eko-Clinic-App-on-iOS-) or [Android](https://support.ekohealth.com/hc/en-us/articles/1260804813010-Using-Eko-Clinic-App-on-Android).

Alternatively, DUO is fitted with a threaded 3.5mm audio jack, so you can directly connect headphones or other streaming devices.

[Can the Eko DUO be used in pediatrics?](https://www.ekohealth.com/product/eko-duo-ecg-digital-stethoscope-details)

The indication of use for Eko DUO is for patients over 10kg.

[Can the DUO in veterinary medicine or on animals?](https://www.ekohealth.com/product/eko-duo-ecg-digital-stethoscope-details)

Yes, the Eko DUO ECG + Digital Stethoscope is used by veterinarians in both small and large animals.

Here are some tips to ensure you are getting the highest quality ECG readings for animals:

1. Wet the fur with water

2. Use ECG gel if wetting the fur doesn't help

3. Always use the DUO on the least hairy spots (under the armpits usually work)

4. Shave the hair in the area

[Is the Eko DUO analog or digital?](https://www.ekohealth.com/product/eko-duo-ecg-digital-stethoscope-details)

The DUO is only a digital stethoscope and cannot be used in analog mode like the Eko CORE stethoscopes. DUO amplifies the body sounds with 12 volume settings and Bluetooth functionality so it can wirelessly connect with the Eko App and Bluetooth devices.

[Is the Eko DUO compatible with the Eko App & Platform?](https://www.ekohealth.com/product/eko-duo-ecg-digital-stethoscope-details)

Yes, the Eko DUO pairs with the Eko App. Download the Eko App for free for iOS and Android devices. The essential features of the Eko App are:

* Wireless listening
* Advanced sound controls
* Visualize sounds & ECGs in real-time
* Capture, save and share unlimited recordings
* Connected Eko Dashboard

[What is Eko AI or Cardiac analysis?](https://www.ekohealth.com/product/eko-duo-ecg-digital-stethoscope-details)

Eko Analysis Software or Eko AI is FDA-cleared AI that includes screening algorithms to assist clinicians in detecting suspected murmurs and AFib. A subscription may be required for AI-analysis.

[Can Eko be used for telemedicine, virtual, or home care?](https://www.ekohealth.com/product/eko-duo-ecg-digital-stethoscope-details)

Eko stethoscopes and software are purpose built for telemedicine. Eko supports telemedicine programs for individual providers, small clinics, and multi-site hospitals. A subscription may be required for telemedicine live streaming.

[What is the DUO’s battery life?](https://www.ekohealth.com/product/eko-duo-ecg-digital-stethoscope-details)

The DUO can last up to 10 hours of continuous use on a full charge and has up to 1-year standby time.

[What are the electrodes made of?](https://www.ekohealth.com/product/eko-duo-ecg-digital-stethoscope-details)

The two ECG electrodes are made of stainless steel. They are designed to work dry, that is, without any gel or cream, however gels or creams can improve the signal quality in some situations.

[Can DUO work with a pacemaker or ICD?](https://www.ekohealth.com/product/eko-duo-ecg-digital-stethoscope-details)

DUO has not been tested for accuracy with ECG recordings taken from users with pacemakers. We cannot recommend DUO for users with pacemakers or ICDs because we cannot guarantee the accuracy of the resulting ECG readings.

[Does Eko help with hearing loss?](https://www.ekohealth.com/product/eko-duo-ecg-digital-stethoscope-details)

There are three ways Eko stethoscopes support clinicians with hearing loss.

1. Sound amplification helps users hear low frequency sounds more clearly.
2. Visualizing waveforms (phonocardiograms and electrocardiograms) on the Eko App helps confirm the sounds you are hearing and electrical signals you are seeing.
3. Pairing with your stethoscope Bluetooth-enabled hearing aids or wireless streamers.[‍](https://www.ekohealth.com/post/stethoscopes-for-hearing-loss)

[Click Here](https://www.ekohealth.com/post/stethoscopes-for-hearing-loss) for our hearing loss guide.

[Are Eko products FDA cleared?](https://www.ekohealth.com/product/eko-duo-ecg-digital-stethoscope-details)

Yes, the Eko CORE, Eko DUO, and Analysis Software are FDA cleared and CE marked.