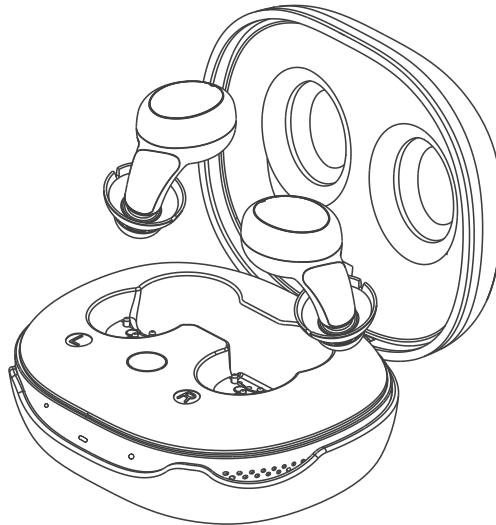


RETEKESS



USER GUIDE

TE103

Read Before Use

Thank you for choosing our product! By using this device, you will be able to step into a whole new auditory world. This device amplifies the sounds from your surroundings, helping alleviate issues with hearing clarity or assisting those who wish to "enhance conversation understanding" in noisy environments.

Unlike glasses that immediately improve vision, this product typically requires an adaptation period of 1 to 4 months. Starting early helps your brain adapt more easily to the sound of this device, ultimately improving auditory effectiveness.

You can also scan the QR code next to it to obtain instructions in other languages, such as German/Legal/Russian/Japanese/Spanish/Italian, which will help you better understand and use this product.



01

Product Introduction

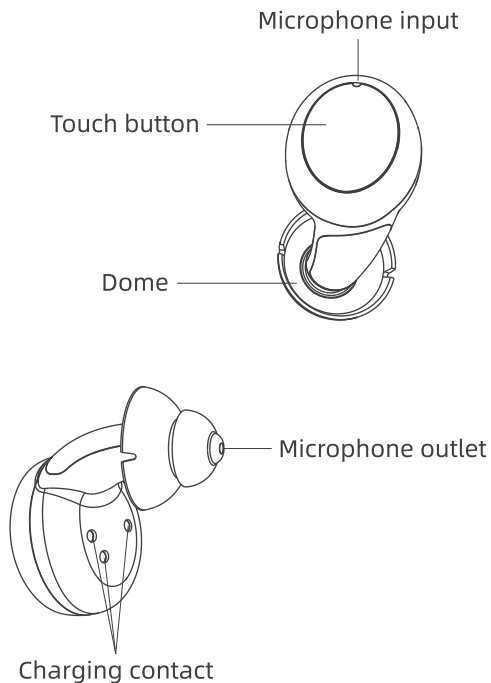
Device Overview

Controls and indicator

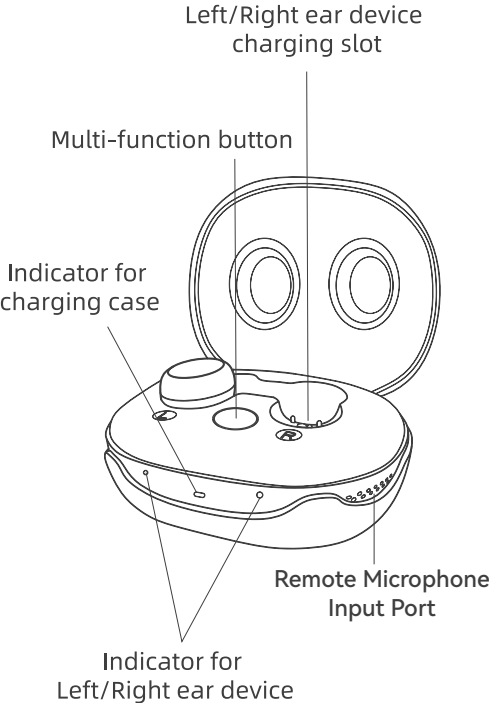
Device Overview

This device can enhance your hearing experience and features a multifunctional charging case that stores power and charges your device.

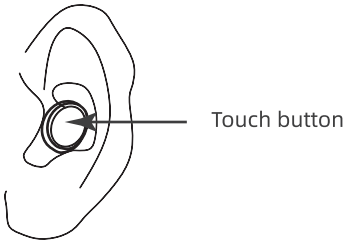
The earphones are easy to operate and convenient for daily use.



Case Overview



Controls and indicator



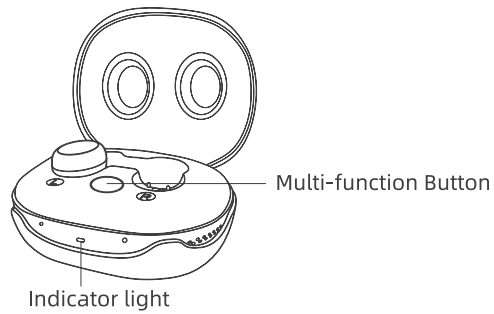
Touch Button Function Guide				
No.	Mode	Function	Operation Method	Prompt Tone
1	Normal/ Restaurant/ TV/Outdoor	Increase/Decrease Volume	Short press the touch button	1 beep for each change, 3 beeps for max /min volume
2		Mode Switch	Press and hold the touch button for 3 seconds	1-4 beeps
3	Remote Microphone	Increase/Decrease Volume	Short press the touch button	1 beep

02

DEVICE USAGE

Power On/Off

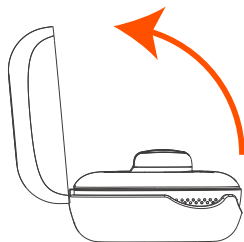
Wearing the Earphones
Charging



Multi-Function Buttone Function Guide				
No.	Control	Operation	Sound	Indicator light
1	Turn on remote microphone	Press and hold the button for 3seconds	1-second long prompt sound	Green light stays on for 2 seconds
2	Turn off remote microphone	Press and hold the button for 3seconds	/	Blue light stays on for 2seconds

Power On/Off

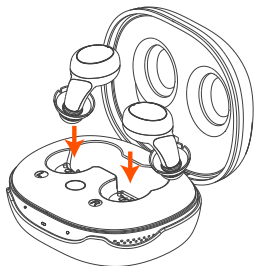
Power on: Open the lid and remove the earphones (as shown in the image).The device will automatically power on within approximately 10 seconds.



Tips:

- ① The device has a delayed startup function, and it will take about 10 seconds to power on.
- ② If the device is on but not securely worn in your ears, you may hear whistling or screeching sounds. This is the device notifying you that it needs to be properly inserted into the ear canal. Once correctly positioned, the whistling sound will stop.

Power off: Place the device back in the charging case and close the lid (as shown in the image). The earphones will automatically power off.



Wearing the Earphones

It is recommended that you follow these steps to properly wear the earphones.



Note:① Note:Please tear off the insulation sticker and start using.

② The devices come with preassembled domes. You can replace one to fit your special needs.



Note:

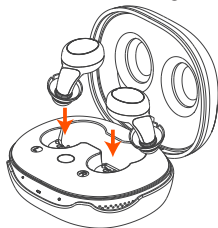
- ① Correct Position: The microphone port should face the ear canal.
- ② Avoid touching the microphone port while wearing the device to prevent squealing. If the device is not placed correctly, squealing may occur. Refer to the installation diagram below, be patient, and try again until the squealing stops.



Note: This device has a slim inner ear section that can be inserted deeper into the ear canal. This serves as a reference position, but each person's ear canal is different. Please adjust the fit patiently to find the most comfortable position.

Charging

1. Place the earphones into the charging case and close the lid. The charging case will automatically charge the earphones (as shown in the image).

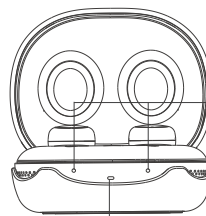


2. Use the included charging cable to connect the charging case to your power adapter to begin charging.



Note: Please use a legally compliant adapter (Input: 100~240V AC, 50Hz/60Hz; Output: DC 5V, 1A) to charge the device.

Charging Indicator Light Introduction



The devices are being charged.

The devices are fully charged.

The case is being charged.

The case is fully charged.

Overcurrent protection triggered -> Use original charger.
Charging error -> Clean contacts.

Charging Function Description		
	Charging Time	Working Time
Earphones	2.5~3 hours	≥20 hours
Charging Case	2.5~3 hours	3 charging cycles for two devices

Note:

① When the remote microphone is on, the charging case indicator light will turn green.

② Low Battery Warning: When the device is in low battery state, it will emit 5 beeps every 5 minutes.

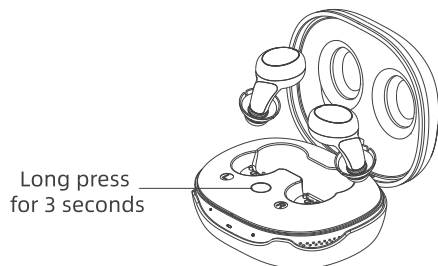
③ Data were tested under controlled laboratory conditions. Data depend on many other factors; Use these these laboratory-derived data for reference purposes only and actual results will vary.

Drying Mode Introduction

The multifunctional charging case also has a drying function that helps protect the device and extend its lifespan. When the charging case is connected to an external power source and charging is complete, the drying function will be activated automatically.

The charging case will heat the earphones and dry them for approximately three hours. It is recommended to charge and dry the earphones before bed.

Note: To optimize the drying function, you can press and hold the multifunctional button to turn off the remote microphone function of the charging case.



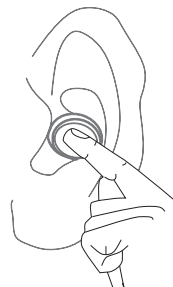
03 Product Settings

Take the earphones out of the charging case, and within 10 seconds, the earphones will automatically activate (default mode is "Normal"). Please ensure to wear the device within 10 seconds.

This product has 4 scene modes and 6 volume levels. Please follow the guidelines below to set or change the desired product mode:

Volume Control

If you find the sound in the earphones too loud or too quiet, short press the button can increase or decrease the volume.



Volume operation instructions			
Level	Gain	Level	Gain
Level 1	2dB	Level 4	20dB
Level 2	8dB	Level 5	26dB
Level 3	14dB	Level 6	30dB

Tip:

- ① The gain values for each volume level represent the average value of each frequency band, for reference only.
- ② A "beep" sound will notify you when the volume changes. Three beeps will indicate when you reach the maximum or minimum volume levels.

Mode Switching

Press and hold the touch button on the earphones for 2-3 seconds to switch between the 4 scene modes. Alternatively, after connecting to your phone, you can change the scene mode via the app.

Model Name	Characteristics	Beep Sound
Mode1: Normal	Light to moderate noise reduction, preserving the full sound as much as possible, balancing vocals and other sounds.	1 beep
Mode2: Restaurant	Deep noise reduction, strongly suppressing background noise and emphasizing the target speaker's voice	2 beeps
Mode3: TV	Enhanced sound clarity for better speech recognition while preserving the richness of the TV's original sound.	3 beeps
Mode4: Outdoor	Focuses on reducing wind, traffic, and sudden noises, while amplifying important human voices.	4 beeps

Tip:

- ① Upon first use, the device will start in Mode 1.
- ② After switching modes and powering off, the earphones will save your last mode and volume settings.

04 Soundwear APP Guide

Application Download

① The SOUNDWEAR app can be found, searched for and downloaded on both Google Play and the App Store.

Make sure your phone has enough storage space and meets the minimum system version requirements before downloading, so that you can complete the download, program installation and so on.



SOUNDWEAR APP

You can scan the QR code above to download the app and access the user guide.



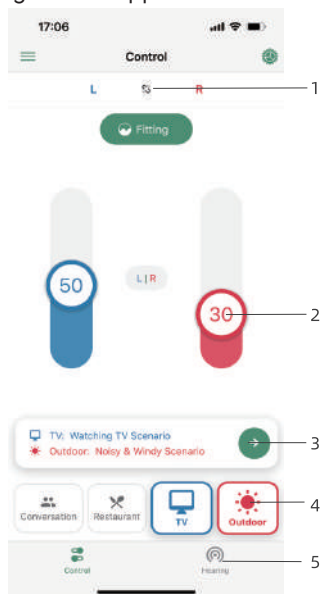
Android System:
Android 6.0 or higher



iOS System:
iOS 9.0 or higher

Hearing Control

Open the app and ensure your phone is connected to the earphones, then follow these steps to adjust hearing settings on the app.



Sync Both Ears: Select to sync both ears for simultaneous operation.

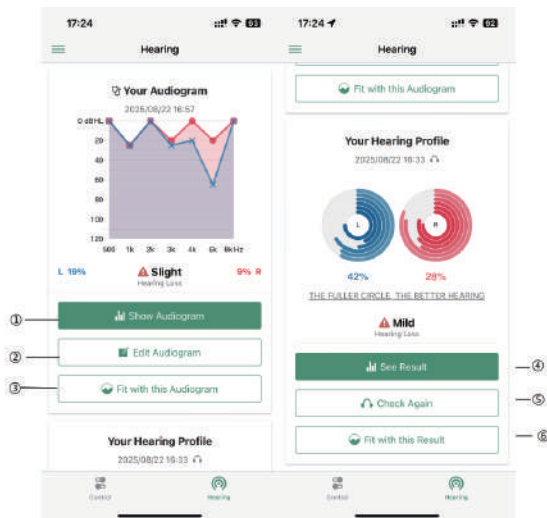
Volume: Slide to adjust the volume for both the left and right ears.

More Settings: Adjust additional settings for bandwidth and noise reduction.

Mode: Select the scene mode for both the left and right ears.

15 Hearing: For hearing tests and automatic adjustments.

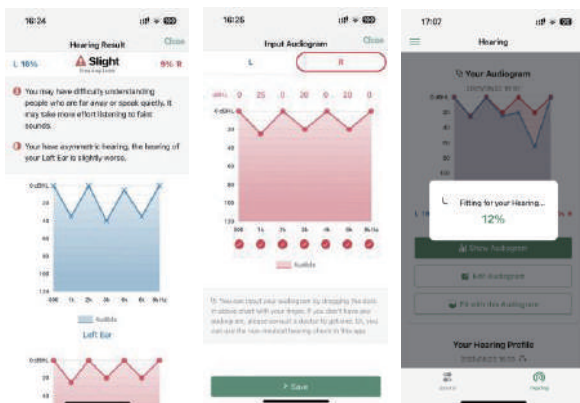
Click “5” to enter the “Hearing Test and Auto Calibration” interface:



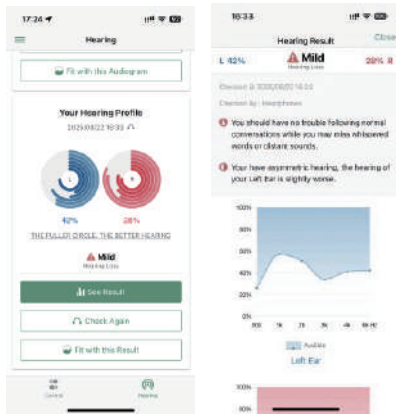
- ① View hearing chart
- ② Edit hearing chart
- ③ Use this hearing chart for calibration
- ④ View Results
- ⑤ Retest
- ⑥ Use this result for calibration

16

View Hearing Chart



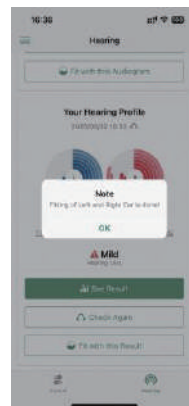
And drag the points on the graph to input your hearing chart. Click "Calibrate" to use this hearing chart for calibration.



Click to view the test results.



Wear the device and find a quiet location. Follow the software instructions and honestly provide feedback on the test audio.



Click "Fit with this result" to use the current hearing test results for calibration.

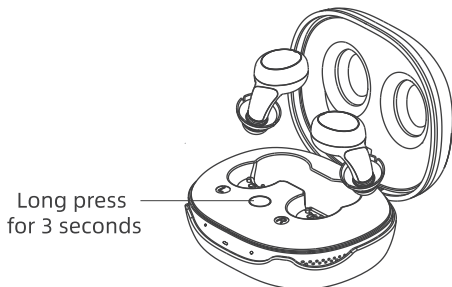
05 Remote Microphone Function

The multifunctional charging case can be used as a remote microphone, particularly useful for watching TV, attending concerts, listening to speeches, and other similar scenarios.

For example, when watching TV, switch the multifunctional charging case to "Remote Microphone" mode and place it near the TV's audio output.



You will hear clearer sound than any similar device because the remote microphone will transmit the TV's audio directly to your hearing device. This allows you to avoid turning up the TV volume, ensuring other family members feel more comfortable as well.



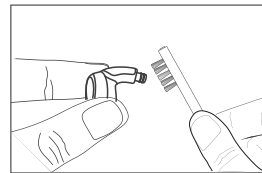
To activate the remote microphone function: Press and hold the multifunctional button for 3 seconds.

06 Troubleshooting Maintenance

Cleaning the Exterior and Charging Contacts

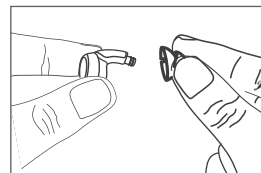
When cleaning, gently wipe the surface with a soft, dry cloth. Use a brush to clean the receiver port. Ensure the charging contacts and port remain clean and dry.

It is recommended to use a drying box or electronic dryer for daily drying to reduce moisture and earwax buildup.



Cleaning the Earbuds

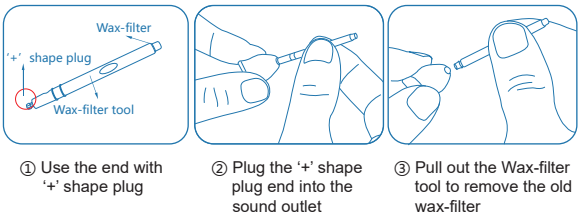
Use a brush to clean the earbuds. It is recommended to replace the earbuds every 2-3 months.



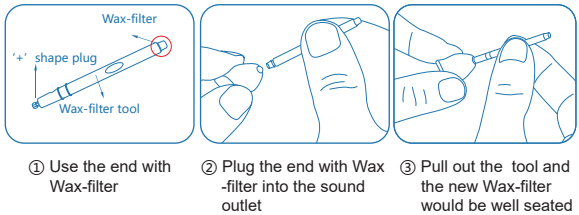
The device and charging case must always be kept clean and dry.

Replacing Accessories

Step1: Removing the Old Earwax Filter



Step1: Removing the Old Earwax Filter



General Troubleshooting

No Sound/Low Volume	
Possible Cause	Solution
Low battery	Charge the device
Earbuds are blocked with earwax	Clean or replace the earbuds
Excessive earwax	Consult a doctor
Earbuds are improperly inserted	Reinsert the earbuds properly
Device malfunction	Contact your provider
Changes in hearing	Contact your hearing care professional
Whistling or Feedback	
Wrong or damaged earbuds	Replace with new or more suitable earbuds
Improper earbuds insertion	Reinsert the earbuds, ensuring they sit flush with the ear canal

07 Appendix

Environmental Conditions

The following conditions apply to the product’s use, storage, and transportation:

Environmental Conditions	Operating Conditions	Transport Conditions	Storage Conditions
Temperature	10C~+40C	-20C~+60C	-20C~+60C
Humidity	0%~80%	0%~90%	0%~80%
Air Pressure	500~1200hpa	500~1200hpa	500~1200hpa

Key Product Technical Parameters

Max.OSPL90(dB SPL)	110
Full Scale Gain (dB)	40
High-pass Filter Gain (dB)	30
Max. Total Harmonic Distortion (%)	<2.5%
Self-Noise (dB SPL)	23
Delay Time (ms)	8
Frequency Range (Hz)	250-5000
Battery	Type: Button lithium-ion battery, LIR1040, 3.6V/35mAh/0.126Wh, 0.98g; Charging Case Battery Type: Soft Pack Lithium Ion 721438, 3.7V/400mAh/1.45Wh, 8.2g. Use water, dry sand, or other suitable extinguishing media for fire situations.
Frequency Range	2400-2483.5 MHz, Max. 10mW

FCC Caution:

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC RF Radiation Exposure Statement:

1. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
2. This equipment complies with RF radiation exposure limits set forth for an uncontrolled environment.
3. The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
—Reorient or relocate the receiving antenna.
—Increase the separation between the equipment and receiver.
—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
—Consult the dealer or an experienced radio/TV technician for help.

Simple EU declaration of conformity

• HONG KONG RETEKES CO., LIMITED declares that the radio equipment type is in compliance with the essential requirements and other relevant provisions of RED Directive 2014/53/EU and the ROHS Directive 2011/65/EU and the WEEE Directive 2012/19/EU; the full text of the EU declaration of conformity is available at the following internet address: www.retekess.com.

WARNING: If you are younger than 18, do not use this.

You should go to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 or older.

This OTC hearing aid is for users who are 18 and older. People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.

WARNING: When to see a doctor?

If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat (an ENT).

1. Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident.
2. You saw blood, pus, or fluid coming out of your ear in the past 6 months.
3. Your ear feels painful or uncomfortable.
4. You have a lot of ear wax, or you think something could be in your ear.
5. You get really dizzy or have a feeling of spinning or swaying (called vertigo).
6. Your hearing changed suddenly in the past 6 months.
7. Your hearing changes: it gets worse then gets better

again.

8. You have worse hearing in one ear.

9. You hear ringing or buzzing in only one ear.

10. You can't hear speech even if the room is quiet.

11. You don't hear loud sounds well, for example, you don't hear loud music, power tools, engines, or other very noisy things.

If your hearing loss makes it hard to hear loud noises, this hearing aid may not be your best choice without help from a professional. If this hearing aid does not help you enough, ask for help from a hearing healthcare professional.

WARNING: This hearing aid should not cause pain when inserting it.

Remove this device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to FDA as an adverse event according to the instructions that appear later.

Caution: This is not hearing protection.

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.

Caution: The sound out put should not be uncomfortable or painful.

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful.

If you consistently need to turn the volume down, you may need to further adjust your device.

Caution: You might need medical help if a piece gets stuck in your ear.

If any part of your hearing aid, like the eartip, gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part farther into your ear, injuring your eardrum or ear canal, possibly seriously.

Note: If you remain concerned, consult a professional. If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

Note: What you might expect when you start using a hearing aid.

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise.

Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.

People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counselling can help them get more out of their devices.

If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially in situations that make you tired from listening-for

example, noisy environments.

Note: Tell FDA about injuries, malfunctions, or other adverse events.

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them "adverse events", and they might include: skin irritation in your ear, injury from the device(like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device.etc.

Instructions for reporting are available at <https://www.fda.gov/safety/MedWatch>, or call 1-800-FDA-1088. You can also download a form to mail to FDA.

Disposal

The crossed-out wheeled-bin symbol on your product, literature, or packaging reminds you that all electrical and electronic products, batteries, or accumulators



must be taken to designated collection locations at the end of their working life. Do not dispose of these products as unsorted municipal waste. Dispose of them according to the laws ,regulations, and rules in your area.

Elektromagnetische Störungen/Kompatibilität

(1) Batterien und Akkus

Besitzer von Altgeräten haben Altbatterien und Altakkumulatoren, die nicht vom Altgerät umschlossen sind, im Regelfall vor der Abgabe an einer Erfassungsstelle von diesem zu trennen. Dies gilt nicht, soweit die Altgeräte bei öffentlich-rechtlichen Entsorgungsträgern abgegeben und dort zum Zwecke der Vorbereitung zur Wiederverwendung von anderen Altgeräten repariert werden.

a) Batterien können nach Gebrauch unentgeltlich in der Verkaufsstelle zurückgegeben werden.

b) Der Nutzer ist zur Rückgabe gebrauchter Batterien gesetzlich verpflichtet.

(2) Getrennte Erfassung von Altgeräten
Elektro- und Elektronikgeräte, die zu Abfall geworden sind, werden als Altgeräte bezeichnet. Besitzer von Altgeräten haben diese einer vom unsortierten Siedlungsabfall getrennten Erfassung zuzuführen. Altgeräte gehören insbesondere nicht in den Hausmüll, sondern in spezielle Sammel- und Rückgabesysteme.

(3) Möglichkeiten der Rückgabe von Altgeräten
Besitzer von Altgeräten aus privaten Haushalten können diese bei den Sammelstellen der öffentlich-rechtlichen Entsorgungsträger oder bei den von Herstellern oder Vertreibern im Sinne des ElektroG eingerichteten Rücknahmestellen abgeben. Ein Onlineverzeichnis der Sammel- und Rücknahmestellen finden Sie hier: <https://www.ear-system.de/ear-verzeichnis/sammel-und-ruecknahmestellen.jsf>

(4) Datenschutz-Hinweis
Altgeräte enthalten häufig sensible personenbezogene Daten. Dies gilt insbesondere für Geräte der Informations- und Telekommunikationstechnik wie Computer und Smartphones. Bitte beachten Sie in Ihrem eigenen Interesse, dass für die Löschung der Daten auf den zu entsorgenden Altgeräten jeder Endnutzer selbst verantwortlich ist.

(5) Hersteller-Registrierungsnummer
Als Hersteller im Sinne des ElektroG sind wir bei der zuständigen Stiftung Elektro-Altgeräte Register (Benno Strauß-Str. 1, 90763 Fürth) unter der folgenden Registrierungsnummer registriert: DE 83916430

Electromagnetic Interference/Compatibility

Nearly every electronic device is susceptible to electromagnetic interference (EMI) if inadequately shielded, designed, or otherwise configured for electromagnetic compatibility. During transmissions, your radio generates RF energy that can possibly cause interference with other devices or systems. To avoid such interference, turn off the radio in areas where signs are posted to do so, such as hospitals or healthcare facilities.

Protect your hearing

- Use the lowest volume necessary to do your job.



Turn up the volume only if you are in noisy surroundings.

- Limit the amount of time you use headsets or earpieces at high volume.

- When using the radio without a headset or earpiece, do not place the radio's speaker directly against your ear.

- Use carefully with the earphone maybe possible excessive sound pressure from earphones and headphones can cause hearing loss.

CAUTION: Exposure to loud noises from any source for extended periods of time may temporarily or permanently affect your hearing. The louder the radio's volume, the less time is required before your hearing could be affected. Hearing damage from loud noise is sometimes undetectable at first and can have a cumulative effect.

Battery Safety

- Turn off your radio before charging.

- Batteries shall be charged at 10°C~40°C environment temperature specified. If the environment temperature is lower than 0°C, the charge shall be prohibited.

- The plug of the adapter is considered a disconnect device. The socket-outlet shall be installed near the equipment and shall be easily accessible.
- Rechargeable batteries are only to be charged by adults.
- The power delivered by the charger must be between min [1.5] Watts and max [5] Watts required by the radio equipment in order to achieve the maximum.

Eliminating the Risk, keep away from the flammable materials, heat sources and ignition sources while a battery is charged. Charging should only take place in a well ventilated area and when someone is about to be aware and react to a potential issue. To reduce risk of fire, a battery should not be charged for more than 4 hours and disconnect charger from line voltage (AC outlet) by removing main plug even if the battery is not completely charged. Don't leave a device unattended while charging. Disconnect the charger when the device is fully charged: do not overcharge the device.



WARNING: CHOKING HAZARD—Small Parts.
Not suitable for children under 3 years old.

Authorized Accessories List

- Contact Reteless for assistance regarding repairs and service.
- For a list of Reteless-approved accessories for your radio model, visit the website <http://www.reteless.com>

FCC ID: 2A3NOTE103

Guarantee

Model Number: _____
Serial Number: _____
Purchasing Date: _____
Dealer: _____ Telephone: _____
User's Name: _____ Telephone: _____
Country: _____ Address: _____
Post Code: _____ Email: _____

Remarks:

- 1.This guarantee card should be kept by the user, no replacement if lost.
 - 2.Most new products carry a two-year manufacturer's warranty from the date of purchase.
 - 3.The user can get warranty and after-sales service as below:
 - Contact the seller where you buy.
 - Products Repaired by Our Local Repair Center
 - 4.For warranty service, you will need to provide a receipt proof of purchase from the actual seller for verification
- Exclusions from Warranty Coverage:
- 1.To any product damaged by accident.
 - 2.In the event of misuse or abuse of the product or as a result of unauthorized alterations or repairs.
 - 3.If the serial number has been altered, defaced, or removed.



FR

Cet appareil,
ses accessoires
et cordons se
recyclent

À DÉPOSER
EN MAGASIN



À DÉPOSER
EN DÉCHÈTERIE



ou



FR

EMBALLAGES A
SEPARER ET A
DEPOSER DANS
LE BAC DE PRI



Points de collecte sur www.quefairemesdechets.fr
Privilégiez la réparation ou le don de votre appareil !



HONG KONG RETEKESSE CO.,LIMITED

Add: FLAT/RM 1019B 10/F LIVEN HOUSE NO.61-63

KING YIP STREET KWUN TONG KL

E-mail: support@retekess.com

Web: www.retekess.com



Made in China