

User Manual

Dear customer:

Thank you for choosing our BTE Hearing aids !

The BTE Hearing aids is a very sophisticated electronic equipment which is used for hearing compensation for the one who has hearing impaired.

This manual will introduce you some basic use methods of BTE Hearing aids and the solutions of common problems to help you use BTE Hearing aids better. Please read it carefully and regard it as a user guide.

With any question, please be free to contact the local hearing center or customer service center.

Frequency Range:2402-2480MHz

Output Power:

BLE: 6.86dBm

BT: 7.51dBm

FCC ID: 2A445FHC9BUP-DW

1. Overview

1.1 Product Name: BTE Hearing aids

1.2 Product features

The BTE Hearing aids is a digital hearing aid, and has multiple signal processing channels, adaptive noise reduction management, adaptive feedback suppression and other functions. BTE Hearing aids is not only suitable for listening in quiet environment, but also suitable for noisy environment. The appearance design of the product conforms to the principle of ergonomics and is comfortable to wear.

1.3 Software version

Software name: Embedded sound processing software based on ultra-low power DSP

Version: V1

1.4 Data transfer protocol based on product embedded software

Standard BLE communication protocol.

1.5 Operation condition

Temperature: 0°C ~ +40°C

Relative Humidity: ≤80 %

Atmospheric pressure: 86KPa~106KPa

1.6 Impact on environment

Please do not randomly abandon the battery after use. Please dispose of the used batteries according to local regulations.

1.7 Safety

- Danger: To avoid explosion, please do not put the BTE Hearing aids into fire or microwave oven, and so on.
- Danger: To avoid being swallowed by children in accident, please keep the BTE Hearing aids away from children.
- This BTE Hearing aids can only be used by people with hearing loss, the rest cannot be used.
- Those who have undergone ear canal surgery are not recommended to buy this

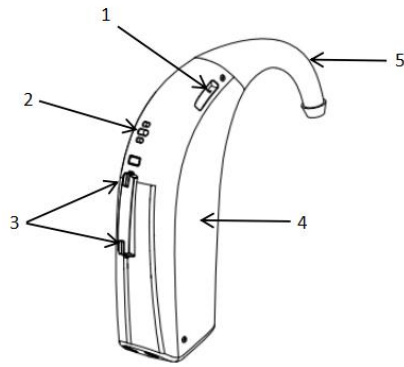
product directly. They should go to the hearing center to consult with an audiologist or a doctor before purchasing.

- A BTE Hearing aids should not be applied to both ears at the same time. Because the hearing loss of the right or left ear is different.
- In case of battery leakage, please stop using the BTE Hearing aids and contact the customer service center.
- The patient is also the operator for the device.
- Only to connect to equipment that conforms with international safety standards, if externally connected.
- Software controlled fitted OSPL90 shall not exceed the selected value as a result of corrupt data transfer between programmer and BTE Hearing aids.
- Special Users:
 - (1) Children need to wear BTE Hearing aids with the help of adults.
 - (2) Please consult your doctor before using BTE Hearing aids.
- Warning: BTE Hearing aids are able to provide more than 132 dB SPL. The fitted OSPL90 does not increase if the control is disconnected or defective. It need to the BTE Hearing aids professional for RECD measured to correct target of fitted OSPL90. The BTE Hearing aids should be fitted by the professional operator otherwise there may be a risk of impairing the remaining hearing of the patient; The BTE Hearing aids should be only used by the hearing impaired, not by any other.
- BTE Hearing aids designed in a way that users cannot be unintentionally exposed to a SPL above the fitted OSPL90 in normal condition.

2. Technical Specification and Structural Characteristics

2.1 Structure characteristics

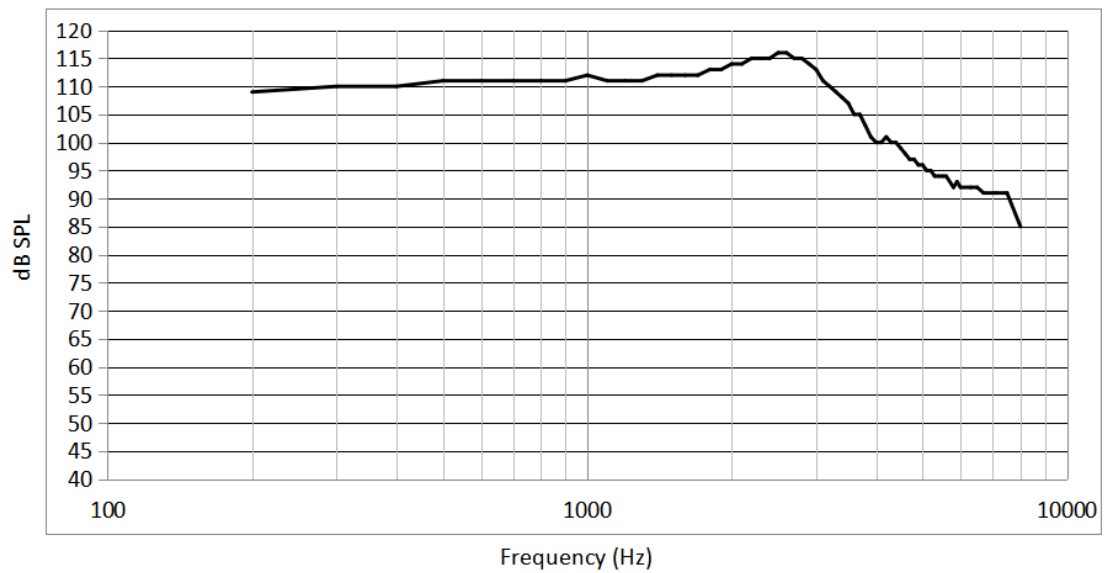
This BTE Hearing aids consists of microphone, signal magnify processing circuit, receiver, multi-functional button, battery, shell and embedded software(v1)



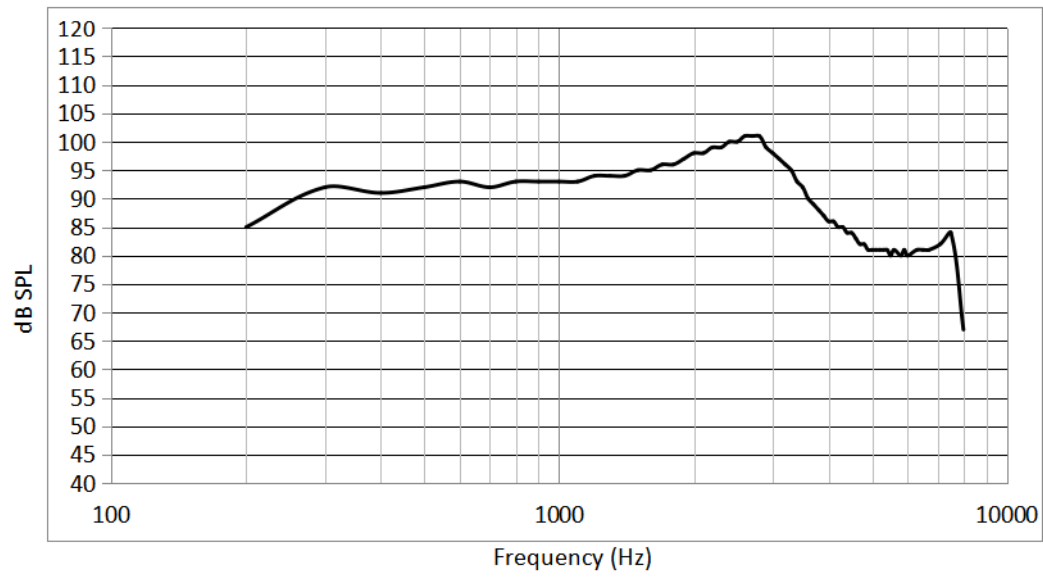
1、1、Front MIC 2、Back MIC 3、Multi-functional button 4、Shell 5、Ear hook

2.2 Technical Specification

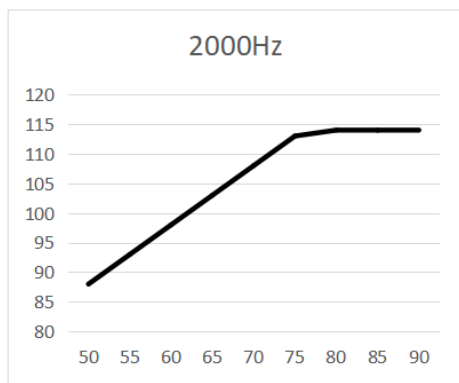
Maximum Output(OSPL90)



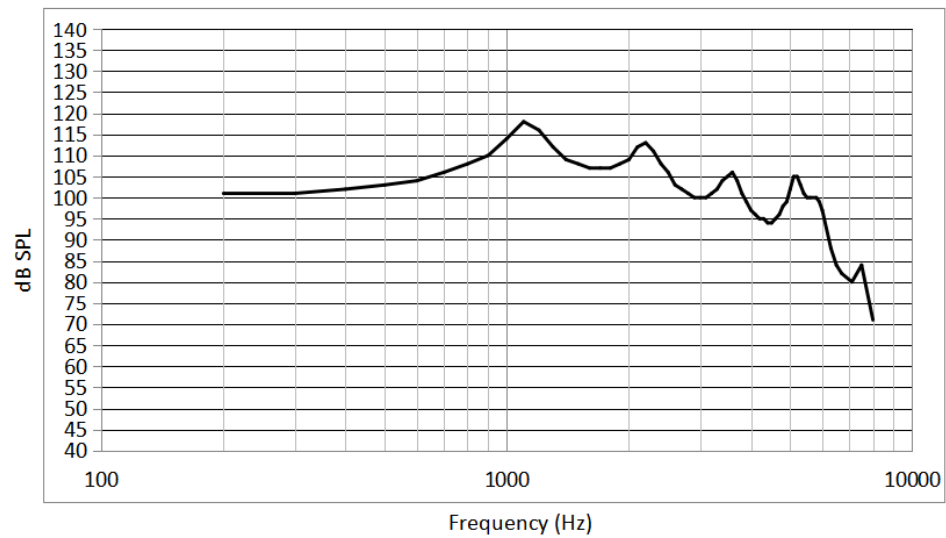
Reference Test Gain (60dB SPL)



Input-output curve



Reference Test Gain (60dB SPL)



3. Indication and Target Users

3.1 Indication

Hearing compensation for air conductive hearing loss patients.

3.2 Target Users

Suitable for patients with air-conduct hearing loss, but children under 12 years of age need to be used under the supervision of an adult.

4. Contraindication

Acute otitis externa, tympanitis, chronic suppurative otitis media (in the period of purulent infection) and acute suppurative otitis media are not suitable for wearing BTE Hearing aids. Patients who are allergic to this material.

5. Precautions

5.1 The fitted BTE Hearing aids shall be undergo professional hearing test and fitting, and shall be used under the professional guidance of doctors or audiologists.

This product will not restore normal hearing and will not prevent or improve hearing impairment resulting from organic conditions. This product is designed to help you make greater use of your remaining hearing. You should keep in mind that it can take time to become accustomed to hear new sounds.

For best results, using the BTE Hearing aids as much as possible. In most of time, infrequent use of the BTE Hearing aids doesn't permit you to attain full benefit from them.

The use of a BTE Hearing aids is only part of hearing rehabilitation and may need to be supplemented by auditory training and instruction in lipreading.

It is good practice for a person with a hearing loss to have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear). Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists, or otorhinolaryngologists. The purpose of a medical evaluation assure that all medically treatable conditions that may affect hearing are identified and treated.

Children with hearing loss : In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation. Because hearing loss may cause problems in language, educational and social development of a child. An audiologist is qualified to assist the evaluation and rehabilitation of a child with hearing loss.

5.2 Dehumidification

Any form of moisture has an impact on the BTE Hearing aids. dehumidification can extend the life of the BTE Hearing aids. Avoid using or storage in humid environment, to dry the BTE Hearing aids on a regular basis.

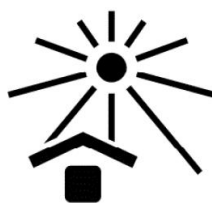
5.3 Water Prevention

Do not immerse the BTE Hearing aids in any liquid. Remove the BTE Hearing aids in advance and keep it properly when swimming, bathing, washing hair, washing face, etc Please wait until the ear canal is dry before wearing your BTE Hearing aids. after swimming and showering. In case the BTE Hearing aids falls into the water accidentally, do not dry it in the microwave oven or any dryer. You can dry it with soft and clean cotton cloth and dry it naturally in a ventilated environment. If there is any fault, please contact the fitting center where you purchased the BTE Hearing aids or directly contact the customer service center of our company.



5.4 High Temperature Prevention

Never exposing hearing aids on extreme temperature or prolonged exposure to sunlight.



5.5 Falling Prevention

BTE Hearing aids are precision electronic devices, which should avoid falling to the ground or violent vibration and attack.

5.6 Other precautions

- Do not wear BTE Hearing aids when receiving short wave hyperthermia, X-ray, MRI scan, CT scan or similar radiotherapy.
- Keep the surface of the BTE Hearing aids neat and clean the earwax in the earplugs frequently.
- The touch button should be used correctly and pressed gently as far as possible to avoid excessive force.
- BTE Hearing aids shall be regularly sent to the fitting center for maintenance and inspection to ensure that the BTE Hearing aids is in good condition.
- Remove the BTE Hearing aids and make sure the earplugs don't stay in the ear.

You should see a hearing care professional if you:

- Visible congenital or traumatic deformity of the ear.
- History of ear infection or continuous drainage from the ear within the previous 90 days.
- Sudden unilateral or bilateral hearing loss onset within the previous 90 days.
- Have acute or chronic dizziness, poor dexterity, poor vision, or significant dementia.
- Suspect that you have significant ear wax accumulation or a foreign object in the ear canal. Symptoms of significant ear wax accumulation can may lead itching in your ear, a feeling of fullness in your ear, and/or reduced hearing.
- Experience pain or discomfort in the ear.
- Have a noticeable difference in hearing between ears.
- Have sudden onset or rapid worsening of tinnitus (ringing in the ear) in one or both ears within previous 90 days.

6. Steps for Wearing and Using BTE Hearing aids

6.1 Left and Right Ear Marking

- ① When the battery door is opened, grooves appear on the edge of the battery

door;

② Insert the left (right) ear identification of the identification rod into the groove of the battery door, and rotate the identification rod. Red is the right ear, blue is the left ear.

6.2 Insert the battery(zinc-air battery)

① Check the battery model: Please use 13A battery.

② Open the battery door by gently picking the convex part of the battery door surface with your fingernail;

③ Remove the label on battery and expose it in the air for at least 1 minute;

④ Put the battery in and make sure the remark '+' of battery is in the same direction with the remark '+' of battery door;

⑤ Close the battery door tenderly;

6.3 ON/ OFF

ON:Take the BTE Hearing aids out of the charging box and it will turn on automatically.

The BTE Hearing aids will turn off automatically when it is put into the charging box.

Note: Both ends of the charging line are connected with the power adapter and the charging box.

operating conditions		statements
Charging box: Not charging	The BTE Hearing aids are outside the charging box.	None of the indicator lights are on.
	Put the BTE Hearing aids into the charging box.	When the BTE Hearing aids is charging, the corresponding charging box indicator light flashes for 10 seconds and then goes out. After it is fully charged, the indicator light remains on for 10 seconds and then goes out.
	The BTE Hearing aids are in the charging box. Opening the	If the BTE Hearing aids is not fully charged, the corresponding indicator light will flash for 10 seconds and then go out. If the BTE Hearing aids is fully charged, the corresponding indicator light will remain on for 10 seconds

	charging box.	and then go out.
Charging box: Charging	The BTE Hearing aids are outside the charging box.	The four indicator lights flash in proportion (25%, 50%, 75%, 100%), and all four indicator lights light up when the charging box is fully charged.
	The BTE Hearing aids are in the charging box.	When the BTE Hearing aids is charging, the indicator light corresponding to the charging box flashes, and when it is fully charged, the indicator light remains on constantly.
Short press the charging box button		--4 indicator light: The battery level of the charging box is greater than 75%; After four light is normally on 10 seconds out. --3 indicator light: charging box power < 75%; The first three light is normally on out after 10 seconds --2 indicator light: charging box power < 50%; The first two light is normally on out after 10 seconds. --1 indicator light: charging box power < 25%; The first indicator light remains on for 10 seconds and then goes out.

Battery life:

The BTE Hearing aids can work for more than 16H when the battery is fully charged.

The full charging boxes can charge hearing aids 2 times.

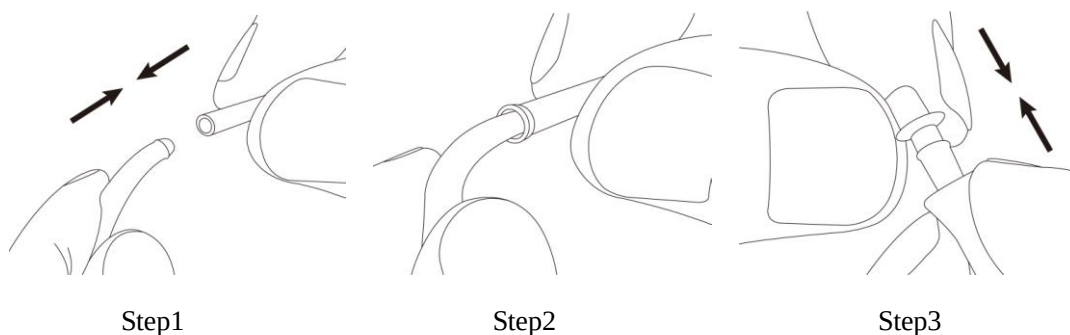
Input:DC5V 500mA, Output:DC5V 25mA, Battery:DC3.7V 400mAh 1.48Wh.

ON: BTE Hearing aids will turn on when close the battery door.

OFF: BTE Hearing aids will turn off when open the battery door.

6.4 Wear BTE Hearing aids

1. BTE hearing aid accessory assembly

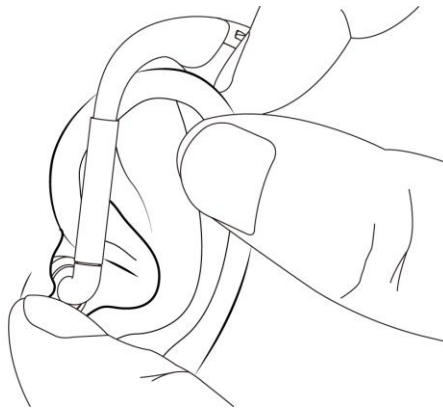


2. Steps for wearing BTE Hearing aids

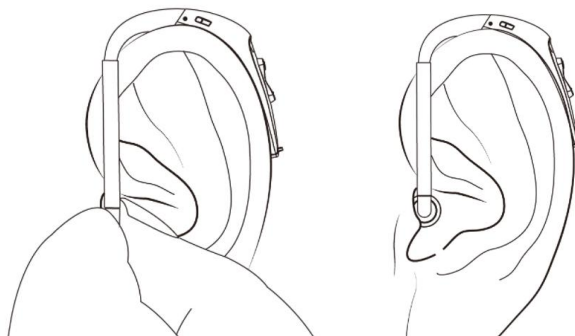
- a) Hold the bottom of the acoustic tube with your fingers, and gently push the earplug into the ear canal;



b) Pull the ear back with the other hand, and rotate the earplug back and forth to adjust the earplug position until it is worn in place;

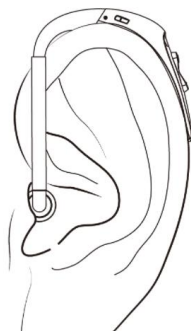


c) Place the BTE Hearing aids behind the ear and close to the head, with the ear hook hanging comfortably on the ear.

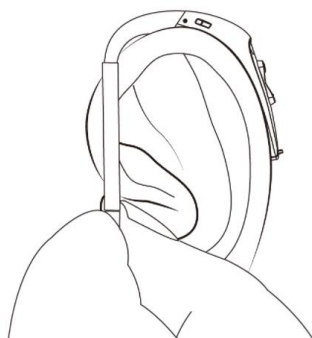


6.5 Remove the BTE Hearing aids

1. Remove the BTE Hearing aids from behind the ear;



2. Grasp the bottom of the sound tube and gently pull it. After the earplug is loose, take it out and remove it together with the BTE Hearing aids.



6.6 Multifunction button

Volume Control: Short press the multifunctional button above to gradually increase the volume, and press the multifunctional button below to gradually decrease the volume.

Program Switch: Long press multifunctional button UP, program switch: P1→P2→P3→P1. Long press multifunctional button Down, program switch: P1→P3→P2→P1.

6.7 APP Control

① Search for BTE Hearing aids: launch the mobile APP, search for the BTE Hearing aids, connect the device named.

② Program switch: After entering the connection interface, you can switch programs.

③ Volume control and battery level display: Swipe left to reduce volume, and swipe right to increase volume. And the connected part shows the battery levels of the left and right ears.

④Remote microphone: Once turned on, speak into the phone's microphone and the hearing aid can hear the sound.

⑤To find a BTE Hearing aids: After clicking, the BTE Hearing aids will emit a single-frequency sound. When it is turned off, the single-frequency sound disappears. Bluetooth mixing Settings: enter the interface can adjust the output ratio of audio and sound environment.

Product information: contains software release version, full version, the firmware version and equipment information.

⑥Language Settings: Set the language of the APP to Traditional Chinese, Simplified Chinese and English.

7. Troubleshooting

Fault	Reason	Solution
Whistling	The earphone is not worn correctly Too much earwax in the ears	Wear correctly again Clean earwax
No sound	Powered OFF No battery in the BTE Hearing aids Low battery power or no power Sound hole is blocked by dirt Ear Dome is blocked by dirt	Power ON Install battery Change a new battery Clean BTE Hearing aids Clean ear dome
Small voice	Low volume Low battery Hearing aid gets wet Sound hole is blocked by dirt Ear Dome is blocked by dirt	Turn up the volume Change a new battery Dry the BTE Hearing aids Clean the BTE Hearing aids Clean ear dome
High power consumpt	BTE Hearing aids are not turned off when not using BTE Hearing aids gets wet	Please turn off your BTE Hearing aids when not in use Dry the BTE Hearing aids

ion		
Intermittent voice	Battery failure Sound hole is blocked by dirt wax guard is blocked by dirt	Change a new battery Clean BTE Hearing aids Clean ear dome

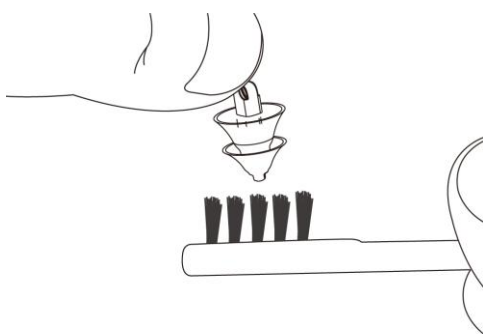
If the above methods still can not solve the fault, please contact the fitting center where you purchased the hearing aid, or directly contact the customer service center of our company.

8. Maintenance of BTE Hearing aids

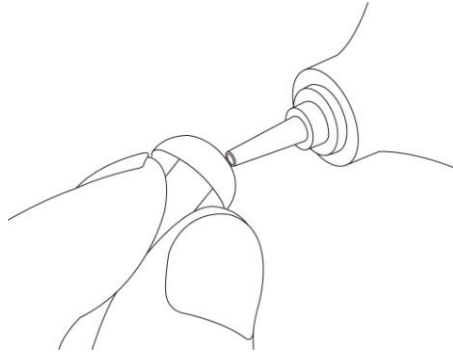
During the use of BTE Hearing aids, earwax (cerumen) produced by the ear will accumulate in the ear canal and the sound hole of the BTE Hearing aids. A large amount of accumulated earwax will affect the effect of the BTE Hearing aids, so please clean your ear canal and maintain the hearing aids every one month.

8.1 Clean ear dome

1. Remove the earplug from the sound tube;
2. Use the small brush (RIC) and cleaning cloth distributed in the packaging box to clean earwax; Or rinse the earplugs with clean water.

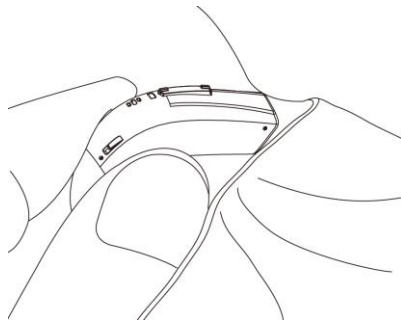


3. Dry the earplugs and make sure there are no water drops left. If there are similar tools like blowing balloons, you can use blowing balloons to blow the water droplets dry.



8.2 Clean BTE Hearing aids

- Please clean the BTE Hearing aids in a soft and clean interface such as towel to avoid the damage of accidental drop.



- Wipe or clean the BTE Hearing aids on a soft desktop (for example, a soft towel can be placed on the desktop) to avoid damage caused by accidental dropping of the BTE Hearing aids.
- Remember: Do not use any liquid to clean the BTE Hearing aids.

8.3 Dehumidification of BTE Hearing aids

Please put the BTE Hearing aids into a special drying box for drying before going to bed every night to prolong the service life of the BTE Hearing aids

Remarks: Special drying box shall be purchased separately.

8.4 Vibration prevention of BTE Hearing aids

When you do not need to use a BTE Hearing aids when going out, please put the BTE Hearing aids into a shock proof box or bag.

9. Electrical Safety Instructions

- Classification by anti electric shock type: Internal power supply equipment.
- Classification according to the degree of protection against electric shock: Type B

application part.

- For BTE Hearing aids that do not comply with requirements for explosive or oxygenenriched atmospheres: warning not to use the BTE Hearing aids in such areas.
- For BTE Hearing aids with wireless transmission: warning to check first before using the BTE Hearing aids system in areas where electronics or wireless devices are restricted.
- Classification by operation mode: Continuous operation equipment.

10. Technical description

The supplier may provide circuit diagrams, component lists, drawing notes, correction rules, or other data necessary for qualified technicians to help users repair the serviceable parts designated by the manufacturer.

11. Unpacking and Check

- After unpacking, please check the accessories are consistent according to the list.
- Check the product model marked on the warranty card is consistent with that of the BTE Hearing aids.

12. Warranty of BTE Hearing aids

13.1 Free Warranty Coverage

All BTE Hearing aids produced by our company enjoy free warranty for faults caused by non-human factors from the date of purchase.

13.2 Warranty Period.

From the date of purchase, it should be non-human damage, free repairs are given within the warranty time, please check the warranty period on the warranty card.

13.3 Following situations are not covered by the free warranty.

- Damage caused by incorrect use or improper operation.
- Damage caused by self disassembly and assembly of the hearing aids.
- Damage caused by force majeure (flood, fire, earthquake, etc.).

13. Production date and Use period

It is the normal working time of the product. The product needs to be stored and used as required, and its expected function will be affected after the specified usage time (Such as failure to meet product performance indicators). Hearing aid products have a lifespan of 8 years. The date of manufacture is shown on the label.

14. Transport and storage restrictions

Humidity: 0 % RH ~ 93 % RH

Barometric pressure: 86KPa ~ 106KPa

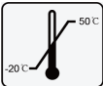
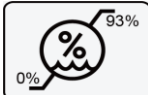
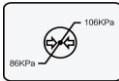
The minimum/maximum storage temperature takes 20 minutes to work properly.

Storage conditions: normal temperature, clean, protected from light, non-corrosive gas and well-ventilated room.

Transportation conditions: The packaged hearing aid can be transported by general cargo transportation methods, and should be protected from rain, sun and collision during transportation.

15. Symbol Information

	Symbol for "User Guide must be read"		Symbol for "Consult instructions for use"
	Symbol for "Manufacturer"		Symbol for "Keep dry"
	Symbol for "Fragile, handle with care"		Symbol for "Serial number"
	Symbol for "Caution and warning"		Type B Applied Part
	Symbol for "Date of manufacture"	IP22	IP22: The first number 2: Protected against solid foreign objects of 12,5 mm Φ and greater. The

			second number: Protected against vertically falling water drops when enclosure tilted up to 15°.
	Symbol for “Use-by date”		The harmful substances in the product meet the limited requirements.
	This marking shown on the product or its literature, indicates that it should not be disposed of, with other household wastes at the end of its working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate this from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources.		Symbol for “Note”
	During transport or storage, the temperature should not exceed the limit values of -20° to 50° Celsius for a long period of time.		During transport or storage, the relative humidity should not exceed the limit values of 0% to 93% for a long period of time.
	The air pressure range between 86 and 106 KPa is appropriate.		Indicates the device is a medical device

	Indicates a carrier that contains unique device identifier information		Indicates a medical device that needs protection from light sources
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FCC Statement:

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.

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.

Manufacture: Austar Hearing Science and Technology (Xiamen) Co., Ltd.

Address: B8, Biomedical Industrial Park, No.2064 Wengjiao West Road, Haicang Dist.

Xiamen, Fujian, China