

User Manual

Dear customer:

Thank you for choosing our Behind-The-Ear Hearing Aid.

The hearing aid 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 hearing aid and the solutions of common problems to help you use hearing aid 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.

FCC ID: 2A445FJ905U-B

1. Overview

1.1 Product Name: Behind-The-Ear Hearing Aid.

1.2 Product Features

The BTE hearing aids are digital hearing aids with program and volume memory function. Hearing aids are not only suitable for listening in quiet environment, but also suitable for noisy environment. The shapes correspond with the structure of human ear canal, which are invisible and comfortable to wear.

1.3 Software Version

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

Version: V1.0

1.4 Program Setting (filled in by an audiologist)

Program Number	Program Setting
P1	
P2	
P3	
P4	

The above shall be filled in by an audiologist according to the program setting of the hearing aids.

1.5 Working Environment and Conditions

Temperature: $0^{\circ}\text{C} \sim +40^{\circ}\text{C}$ ($32^{\circ}\text{F} \sim 104^{\circ}\text{F}$)

Humidity: $\leq 80\%$

Atmospheric pressure: $86\text{KPa} \sim 106\text{KPa}$

1.6 Impact on the Environment

Hearing aids are built in the rechargeable Lithium battery. Please dispose of the used battery according to local regulations to protect the environment.

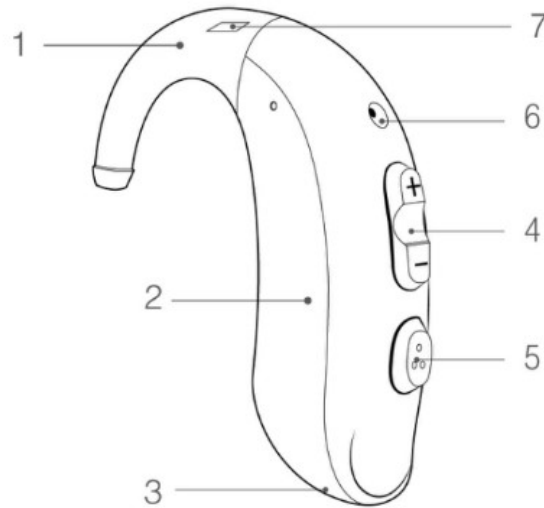
1.7 Safety

- Danger: To avoid explosion, please do not put the hearing aids into fire or microwave oven, and so on.
- Danger: To avoid being swallowed by children in accident, please keep the hearing aid away from children.
- This 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 hearing aid 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 hearing aid and contact the customer service center.
- To avoid remove the hearing aid ear dome leaving it in the ear, wear and remove hearing aids gently.
- Software controlled fitted OSPL90 shall not exceed the selected value as a result of corrupt data transfer between programmer and Hearing aid.
- Hearing aid designed in a way that users cannot be unintentionally exposed to a SPL above the fitted OSPL90 in normal condition.
- Special Users:
 - (1) Children need to wear hearing aids with the help of adults.
 - (2) Please consult your doctor before using hearing aids.
- Warning: Hearing aids are able to provide more than 132 dB SPL. The hearing aids should be fitted by the professional operator otherwise there may be a risk of impairing the remaining hearing of the patient; The hearing aid should be only used by the hearing impaired, not by any others. For hearing aids, the patient is also the operator.

2. Structural Composition and Technical Specification

2.1 Structural Composition

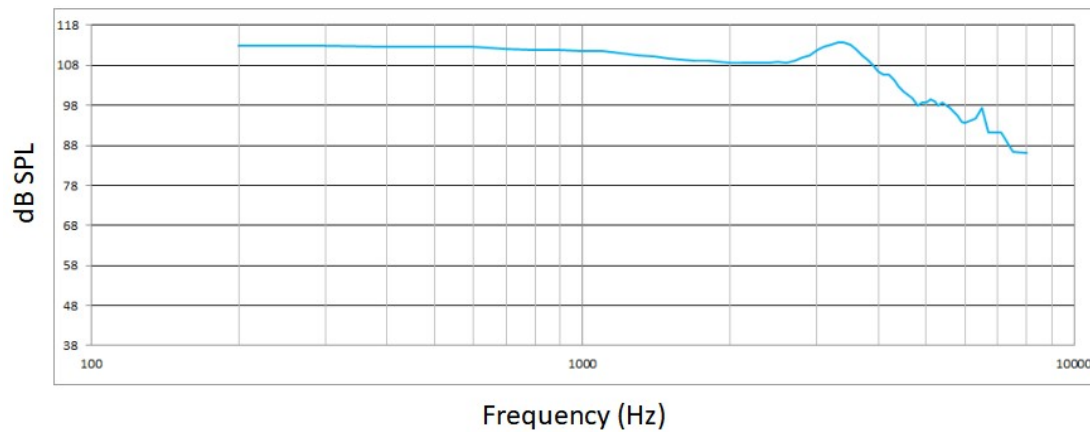
The product is mainly composed of microphone, signal amplification and processing circuit, receiver, battery, shell, earplug and mobile phone application (APP version No.: v1.0).



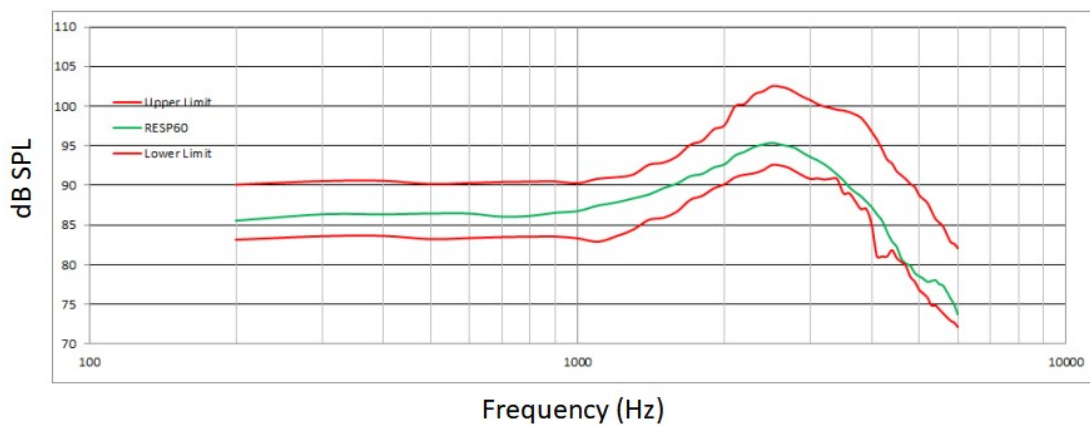
- 1、Ear Hook 2、Housing 3、Battery Door 4、Volume Control 5、Program Push Button
6、Rear Microphone 7、Front microphone

Response curve

Maximum Output(OSPL90)



Reference Test Gain (60dB SPL)



3. Intend use and Scope

3.1 Intend use

The hearing aids are intended to amplify and transmit sound to the ear and thereby compensate for impaired hearing within mild to moderate-to-severe hearing loss.

3.2 Scope

It is suitable for patients with air conduction hearing loss, but children under the age of 12 need to be used under the supervision of adults.

4. Contraindications

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

5. Precautions

5.1 The fitted 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 hearing aids as much as possible. In most of time, infrequent use of the hearing aids doesn't permit you to attain full benefit from them.

The use of a hearing aid 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 hearing aids. dehumidification can extend the life of the hearing aids. Avoid using or storage in humid environment, to dry the hearing aids on a regular basis.

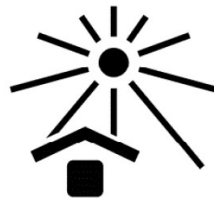
5.3 Water Prevention

Do not immerse the hearing aids in any liquid. Remove the 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 hearing aids. after swimming and showering. In case the hearing aid 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 hearing aid 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

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 hearing aids when receiving short wave hyperthermia, X-ray, MRI scan, CT scan or similar radiotherapy.
- Keep the surface of the 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.
- Hearing aid shall be regularly sent to the fitting center for maintenance and inspection to

ensure that the hearing aid is in good condition.

- The hearing aid professional for RECD measured to correct target of fitted OSPL90.
- Only to connect to equipment that conforms with international safety standards, if externally connected.

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 Hearing Aids and Use

6.1 Installing Battery

1. Check whether the battery type is correct or not .
2. Open the battery door.

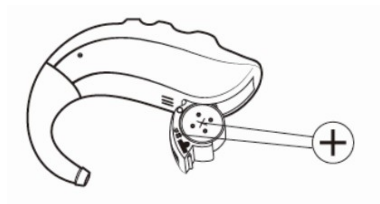


Remove the tag on the battery and keep it in the air at least 1 minute.



Insert the battery to ensure the (+).side is at the same side with the "+" printed at the side edge of the

battery door.



Close the battery door gently.

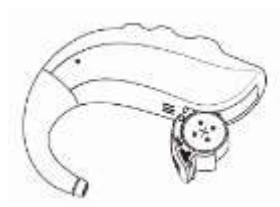


6.2 Power ON/OFF

Power On: Close the battery door.



Power Off: Open the battery door.



6.3 Removing Battery

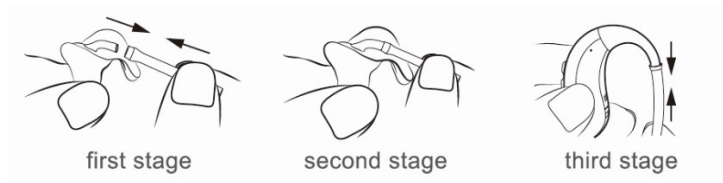
Open the battery door gently by your fingernail. Please take out of the battery when the door is fully opened.



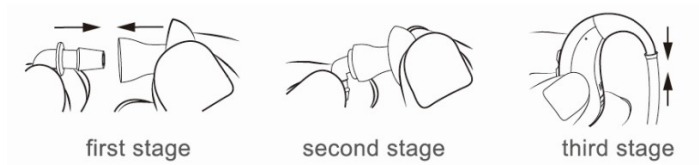
6.4 Wear Hearing Aids

1. Hearing aid spare parts assembling

☆ Assembling hearing aid with ear mold.



☆ Assembling hearing aid with ear mold.

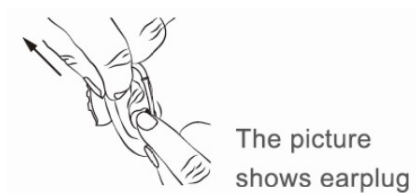


2.Steps for Wearing hearing aid

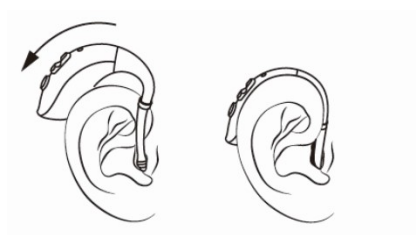
Use fingers to hold the bottom of the sound tube and push the ear mold or ear dome into the canal gently.



Use another hand to pull the auricle backward, rotating the ear mold or ear dome until it reach the right position.



Put the hearing aid behind the ear and closed to the head, the ear hook should be hung on the ear properly.

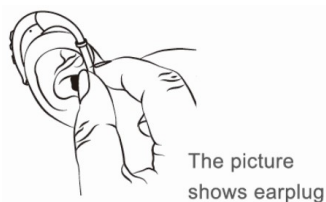


6.5 Removing the Hearing Aid

1.Remove the hearing aid from the back of the ear.



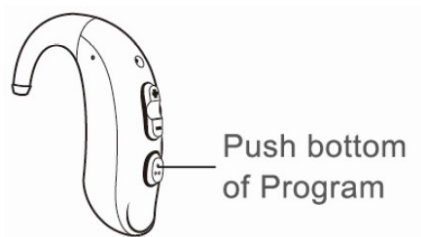
2.Hold the bottom of the sound tube and pull gently,take out the ear mold or ear dome when loosen.



6.6 Use of Program Button

1. Push the button quickly to switch the different programs. One push is to switch one program. For the device without program record function, hearing aid will be always on the first program when it is powered on again. (The device will not record the program until it works 10 minutes).

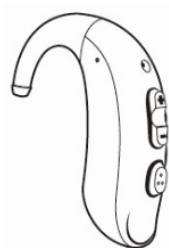
2. For the device with sleep mode feature, long push the button 5 seconds and the device will be in sleep mode. Long push the button 5 seconds again, the device will be activated and work again.



Whether the hearing aid has program record function and sleep mode depends on the specific model.

6.7 Volume Control

Push button type VC: push "+" to increase the volume and "-" to decrease it. For the device with volume recording feature (the default minimum working time for recording is 10 minutes), it can record the present volume level. After powering on again, the device can automatically go to the last volume level.



Whether the hearing aid has volume recording feature depends on the specific model.

7. Troubleshooting

Failure	Cause	Solution
Whistling	Hearing aid is not worn correctly	Wear it again and correctly
	Too much earwax	Clean earwax
No Sound	Power off	Power on
	Battery is not installed	Install the battery
	Low battery or no power	Change a new battery
	Sound tube is blocked	Clean the sound tube
	Ear mold or ear dome is blocked	Clean the ear mold or ear dome

	Hearing aid is in sleep mode	Long press the button 5 seconds to awaken the hearing aid
Quiet Sound	Low volume	Increase the volume
	Low battery	Change a new battery
	Hearing aid is damped	Dry it
	Sound tube is blocked	Clean the sound tube
	Ear mold or ear dome is blocked	Clean the ear mold or ear dome
High Power Consumption	Hearing aid is still working when not using	Power off when not using
	Hearing aid is damped	Dry it
Intermittent Sound	Battery failure	Change a new battery
	Sound tube is blocked	Clean the sound tube
	Ear mold or ear dome is blocked	Clean the ear mold or 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 hearing aids and charging boxes

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

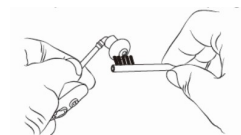
8.1 Clean ear dome

1.Remove the ear mold or ear dome from the sound tube.



The picture shows earplug

Use the small brush and cleaning cloth in the package to remove the earwax or clean the ear-mold (or ear dome) with clean water.



The picture shows earplug

3.Dry the ear mold or ear dome, make sure there would not have water left in the ear mold or ear dome. You can use the blower to dry them if have.



The picture shows earplug

8.2 Clean hearing aid

- ☆ Clean your hearing aid with a dry soft cloth.



- ☆ Clean the hearing aid on a soft ground like the desk with soft towel to avoid damage when falling down.
- Warning: Never use any liquid to clean the hearing aid.

8.3 Anti-vibration of hearing aids

Please place the hearing aid into vibration-proof box or bag when not using.

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 hearing aids that do not comply with requirements for explosive or oxygenenriched atmospheres: do not use the hearing aids in such areas.
- For hearing aids with wireless transmission: shall check first before using the 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. Accessories List

Item	Quantity	Unit
Ear dome suit	1	PC
User guide	1	PC
Plastic Case	1	PC
Battery	1	PC

12. Unpack 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 hearing aids.

13. Warranty

13.1 Free Warranty Coverage

All 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.

2 years.

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.).

14. Production Date and Product Life

That is, normal working time of the product. The product needs to be stored and used as required. After exceeding the specified service time, its expected that the function will be affected. (e.g. unable to meet the requirements of product performance indicators, etc.). The product life of hearing aids are 5 years. Please see the label for the production date.

15. Transportation and Storage Restrictions

Temperature: - 20 °C ~ + 50 °C (-4°F ~ 122°F)

Relative humidity: ≤ 93%

Atmospheric pressure: 86kpa ~ 106 kPa

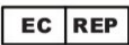
The minimum/maximum storage temperature takes 4 hours to work properly.

Storage conditions: Room temperature, clean, dark, no corrosive gas and well ventilated room.

Transportation conditions: The packaged hearing aids can be transported by general cargo transportation method, and shall be protected from rain, exposure and collision during transportation.

16. Interpretation of Graphics, Symbols, Abbreviations and Other Contents Used in

Medical Device Labels.

	Symbol for “User Guide must be read”		Symbol for “Consult instructions for use”
	Symbol for “Manufacturer”		Symbol for “Fragile, handle with care”
	Symbol for “Keep dry”		Symbol for “Caution”
	Symbol for “Date of manufacture”		Symbol for “Serial number”
	Symbol for “Use-by date”		Type B Applied Part
	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.	IP24	IP24: The first number 2: Protected against solid foreign objects of 12,5 mm Φ and greater. The second number: Prevent water from splashing in all directions from intruding into electrical appliances and causing damage.
	The harmful substances in the product meet the limited requirements.		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
	Indicates the authorized representative in the European Community/European Union		Indicates the temperature limits to which the medical device can be safely exposed
	Indicates the range of humidity to which the medical device can be safely exposed		With the CE symbol, confirms that this product – including accessories – meets the requirements of the Medical Devices Regulation 2017/745 as well as the Radio Equipment Directive 2014/53/EU. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned regulation and directive.

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.

Frequency:2402-2480 MHz

Power:0.7dBm

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