

OTC
K129BE
USER MANUAL



FCC WARNING

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.

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.

Note: The Grantee is not responsible for any changes or modifications not expressly approved by the party responsible for compliance. such modifications could void the user's authority to operate the equipment.

The device has been evaluated to meet general RF exposure requirement.

This equipment complies with FCC's RF radiation exposure limits set forth for an uncontrolled environment. This device and its antenna(s) must not be co-located or conjunction with any other antenna or transmitter. The device can be used in portable exposure conditions without restriction.

HEARING AID

MODEL : K129BE
ART NO.: K129BE

MD OTC

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 with perceived mild to moderate hearing loss. 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 doctor (an ENT).

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

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 output 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 further 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 counseling 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.

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Important Notice

In the following pages, you will find the Quick Start Guide.

Please carefully read it, but if you prefer to watch the video version, we have also prepared a full video course for you.

BOX CONTENTS



**K129BE
Hearing Aids**



Charging Case



Ear Domes



Charging Cable

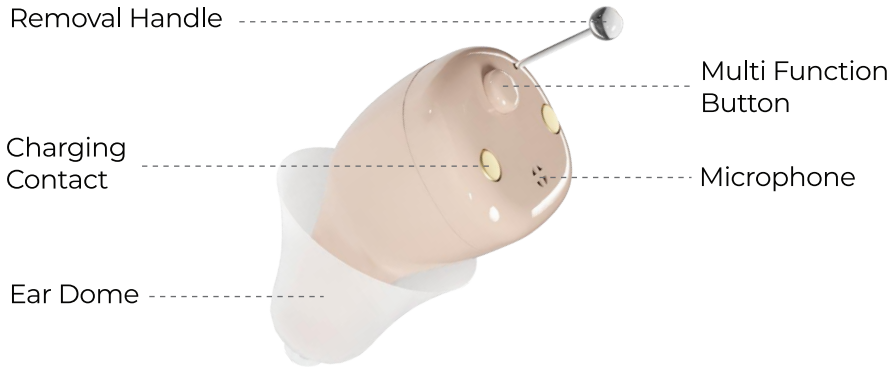


Cleaning Brush



**Wax Guards &
Wax Guard Sticks**

GET TO KNOW YOUR PRO BT



Left Hearing Aid
Indicator Light

Right Hearing Aid
Indicator Light

Charging Case



Charging Case
Light Indicator



Charging
Contact Points

SETTING UP YOUR DEVICE

Identifying Left & Right

Your K129BE ensure a universal fit, which means that neither device is LEFT or RIGHT ear or charging case specific. The L/R marks in the charging case are merely informative.

Left
Hearing Aid

Right
Hearing Aid



Charging Your Device

CHARGE TIME: 2/3 HOURS

Plug the type C USB end into the charging case, the USB end into a wall charger and connect it to an outlet.

Note: The hearing aids will magnetically click into place when they are sitting correctly. A fully charged charging case can provide up to 3 charging cycles and each full charge should last up to 16h.



SETTING UP YOUR DEVICE



Three left dots:
Left hearing aid's
battery level



Three center dots:
Charging case
battery level



Three right dots:
Right hearing aid's
battery level

CASE AND AIDS CHARGING INDICATORS

- **Flashing Blue Lights** = Case or Device charging.
- **Three Solid Blue Lights** = Case or Device fully charged.

	Left Aid	Charging Case	Right Aid
	Charging	Fully Charged	Fully Charged
	Charging	Charging	Fully Charged
	Charging	Fully Charged	Charging
	Charging	Charging	Charging

Examples:

	Left Aid	Charging Case	Right Aid		Left Aid	Charging Case	Right Aid
	Fully Charged	Fully Charged	Fully Charged		Fully Charged	Charging	Fully Charged
	Charging	Fully Charged	Fully Charged		Fully Charged	Fully Charged	Charging
	Charging	Charging	Fully Charged		Fully Charged	Charging	Charging
	Charging	Charging	Charging		Charging	Fully Charged	Charging

SELECT THE PERFECT EAR DOMES



1. Attach the dome: Test the default domes or replace them by pulling those and pushing the new ones until you feel a soft “click”.



2. Test the domes: Insert the hearing aid in your ears with the domes attached.



3. Check for proper fit: Open and close your jaw to ensure your K129BE is not moving out of your ear.

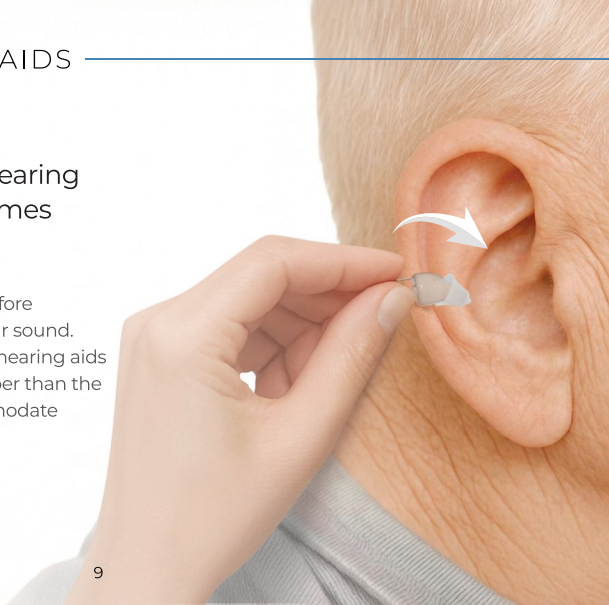
Note: Your K129BE comes with S, M, L and XL sizes. You should find the one that best suits your ears and hearing preference. If the K129BE falls out of your ear, try a bigger dome. If it doesn't enter your ear, try a smaller dome. If there's chirping or your voice is not comfortable, try different models or sizes.

WEAR YOUR HEARING AIDS

Inserting Into Ear

Insert the fully charged hearing aids with your chosen domes and find the perfect fit.

Note: Clean your ears thoroughly before insertion to ensure comfort and clear sound. Also, make sure to insert gently the hearing aids in the ear canal (faceplate NOT deeper than the opening of the ear canal) and accomodate them with your fingers.



WEAR YOUR HEARING AIDS

Powering On / Off

Your K129BE will automatically turn on when you remove it from the case, confirmed by a "Power on".

Moreover, your device will automatically turn off when placed back in the charging case after use.



FCC ID: 2AGPF-K129BE

WEAR YOUR HEARING AIDS

Adjust The Volume

Quickly touch the button to cycle the volume up from levels 1 to 6. There are 6 volume to your K129BE and the default volume is 3.

 **Important:** The hearing aids do not sync with each other. Use the button on each individually to find the right level for each ear.

Touch the button to change volume levels

V1	Beep
V2	Beep
V3	Beep
V4	Beep
V5	Beep
V6	Bo



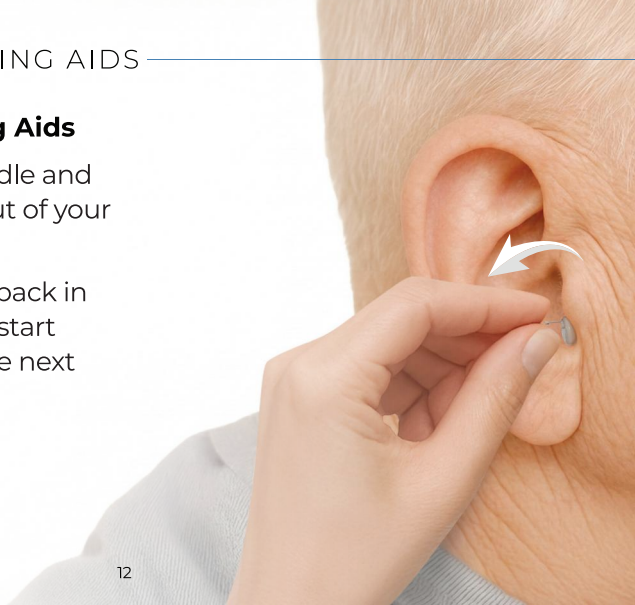
Volume Adjustment
Button

REMOVE YOUR HEARING AIDS

Remove Your Hearing Aids

Grasp the removal handle and pull the hearing aids out of your ears.

Place the hearing aids back in the charging case and start charging them until the next use.



CARE AND CLEANING

Daily Cleaning



Use the brush or a dry cloth to remove dust, wax or debris from the domes, wax guards or microphone.



Use a UV Cleaner for 10 minutes each day to maintain your K129BE in optimal condition.



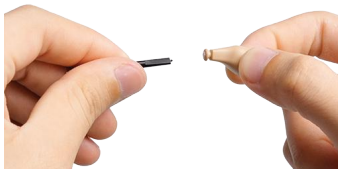
Remove earwax daily with a Twist Pro to ensure wax buildup doesn't block your ear and to keep optimal hearing.

Note: Avoid exposure to moisture and high/low temperatures. Keep your K129BE stored in the charging case when they are not in use.

Weekly and Monthly Cleaning



Domes should be replaced weekly. Remove the current domes by pulling firmly until they detach and securely attach the new ones until you feel a “pop” or “click”. Clean them daily to keep the best sound quality and fit.



Wax guards should be replaced monthly. Remove the current wax guards and securely attach the new ones with the help of a wax guard stick. Clean them daily to maintain peak functionality.

Weekly and Monthly Cleaning

Your K129BE includes a cleaning brush only, but it doesn't include a UV Cleaner, a Twist Pro, weekly domes and monthly wax guards.

Feedback / Chirping Issue

Common causes include: poor fit in the ear canal, volume set too high or objects too close to the hearing aid.



Ensure the hearing aid is well seated in the ear canal.



Use the brush or a cloth to remove wax/debris from the ear tip or dome.



Use the brush to remove wax/debris from the faceplate.



Turn down the volume.



Try a different size or type of dome.

Sounds Like I'm In A Barrel Issue

Common causes include: ear canal is blocked or poor fitted domes.



Reposition your hearing aids since they may be too tight. Slightly move them out.



Try switching to smaller domes.



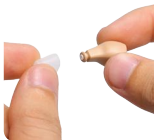
Remove the dome and try using the hearing aids without them.

Volume Is Too Low Issue

Common causes include: volume is too low or wax/debris are blocking the sound port.



Turn up the volume until you reach the maximum.



Remove the dome and clean the ear tip or dome and the microphone.



Remove any wax build up in the ear canal.

No Sound At All Issue

Common causes include: hearing aids are discharged or hearing aids are blocked by wax or debris.



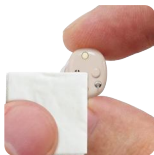
Ensure that the hearing aids have been fully charged (showing no lights).



Remove the dome and clean the ear tip or dome and the microphone.

Charging Issue

Common causes include: charging contacts are blocked, use only for 15 minutes or no power after hours of charge.



Clean the charging contact copper of the charging case and the hearing aids with 95% alcohol and try again. The copper may be blocked. Please do not use water to clean it.

Background Noise Issue

Common causes include: brain being adapted to new sounds.



Try lowering down the volume to ensure you have a smoother experience.

Technical Specifications

OSPL90 (Max)	Full-on Gain (<+3dB)	HFA FOG (±5dB)	THD 500 Hz	THD 800 Hz	THD 1600 Hz	Frequency Range (Hz)	Eq. Input Noise Level (dB)	Battery Current Drain (±mA)	Latency (ms)
108±3 dB	30	25	<5%	<5%	<5%	F1≤200; F2≥5000	<32	2	<6

Maintenance

- We do not authorize any institution or individual to maintain and/or repair the product. If you suspect that the products may be in question, please contact us immediately.
- The user must not attempt any repairs to the device or any of its accessories. Please contact us for any repair or replacement needs.
- Opening of the equipment by unauthorized agencies is not allowed and will terminate any claim to the warranty.
- Warning: No modification of this equipment is permitted.

Storage

- Always store your rechargeable devices in the charging case when not in use.
- Do not store or expose the devices and/or case to extreme hot/cold temperatures, moist/humid environments, or shock/vibration
- Keep the devices and case in the following environmental ranges: 14° F to 320° F, 10%-90% RH, 500-1500hPa.
- Do not store the hearing aids for extended periods of time without recharging them (max six months).

Disposal

Please dispose of the device in accordance with the directive 2012/19/EU-WEEE (Waste Electrical and Electronic Equipment). If you have any questions, please refer to your local authority responsible for waste disposal.

Using Your Hearing Aids Safely

- Keep small parts (hearing instrument, battery and detachable parts) that may be swallowed out of children's reach.
- Dropping, immersing in liquid, strong electromagnetic fields or excessive heat will damage the hearing aids. Remove devices prior to any type of X-ray, MRI, or CT scan.
- Don't use at high volume for extended periods. If uncomfortable, please remove the hearing aid.
- Don't keep or use it in an environment of humidity or high temperature (such as a sauna room).
- Please maintain the device properly and avoid the dome and ear tip from blockage of wax and debris.
- Batteries should be properly recycled and not disposed in the trash.
- Keep the device away from the children and pets who may damage the unit.

- Do not share your hearing aids with others. Using a hearing aid configured for someone else can result in hearing damage or injury.
- Monitor any unusual skin reaction. In some instances, wearing hearing aids can cause an allergic reaction leading to itchiness or rashes. If you notice any unusual skin condition, stop wearing the hearing aids and consult with a physician, preferably an Ear, Nose and Throat physician.
- Stay away from strong electromagnetic fields when using hearing aid to avoid unexpected damage. Your hearing aids are delicate electronic instruments and may be damaged by contact with strong magnetic equipment such as electromagnetic ovens, microwave ovens, ultrasonic cleaners, etc.
- Please contact us for assistance, if needed, in setting up, using or maintaining your devices or to report any unexpected operation or events.
- Contact your hearing professional for assistance if needed.
- Do not fix your devices yourself. Doing so will not only void the warranty but also cause further damage easily. Check the "Troubleshooting" section of this manual first when failures occur to your devices.

Electromagnetic Compatibility (EMC) Information

This unit has been thoroughly tested and inspected to assure proper performance and operation for EMC (Electromagnetic Compatibility) using the EN60601-1-2 Standard.

Quality System and Associated Directive Information

This hearing aid is produced under the strict quality system from its suppliers. The device fulfills provisions of the Standard as IEC60601-1, IEC60601-2-66, IEC60118-7, IEC 60118-13, ISO 10993-1/-5/-10 ISO 14971.

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.

Annex I, EMC (Electromagnetic Compatibility)

Hearing aids in line with GB/T 25102.13 stipulated hearing aid immunity when the radio frequency test signal field strength					
Proximity compatibility: When at the following field strengths IRL≤55dB Field strength expressed in V/m					
Frequency Ranges GHz	0.08 ~ 0.8	0.08 ~ 0.8	0.08 ~ 0.8	0.08 ~ 0.8	0.08 ~ 0.8
Microphone Mode	/	3	/	2	/

Annex II, EMC (Electromagnetic Compatibility)

NOTE:

- Comply with YY9706-102 standard electromagnetic compatibility related requirements.
- The user should install and use the product in accordance with the EMC information provided in the randomized documentation.
- Portable and mobile RF communication devices may affect the performance of behind-the-ear hearing aids. Avoid strong electromagnetic interference when using them, e.g., near cell phones, microwave ovens, etc;
- Guidelines and manufacturer's declarations are detailed in the annex.
- **ESSENTIAL PERFORMANCE:** (The performance characteristics necessary to keep the residual risk within acceptable limits) The equipment can be charged and operated normally.

Warning:

It should not be used in close proximity to or stacked on top of other equipment, and if it must be used in close proximity or stacked on top of other equipment, it should be observed to verify that it will function properly in the configuration in which it is used.

Guidelines and Manufacturer's Declarations - Electromagnetic Emissions		
It is intended to be used in the electromagnetic environment specified below, and the purchaser or user should ensure that it is used in such electromagnetic environment:		
Launch Test	Compliance	Electromagnetic Environment - Guidelines
GB4824 RF Transmission	1 Group	Uses RF energy only for its internal functions. As a result, it has very low RF emissions and has little potential to interfere with nearby electronic equipment

GB4824 RFT Transmission	Category B	Suitable for use in all installations in domestic households and in all installations directly connected to the residential public low-voltage supply network for domestic use.
Gbl7625.1 Harmonic emissions	Inapplicable	
GB17625.2 Voltage fluctuation /flicker emission	Inapplicable	

Guidelines and Manufacturer's Declarations - Electromagnetic Immunity			
It is intended to be used in the electromagnetic environment specified below, and the purchaser or user should ensure that it is used in such electromagnetic environment:			
Immunity test	IEC60601 Test Voltage level	Voltage level compliance	Electromagnetic Environment - Guidelines
Electrostatic discharges (ESD) GB/T 17626.2	±6 kV Contact discharge ±8 kV Air discharge	±6 kV Contact discharge ±8 kV Air discharge	The floor should be wood, concrete or tile, and if the floor is covered with a synthetic material, the relative humidity should be at least 30 percent
Electrical fast transient pulse group GB/T 17626.4	±2kV to power lines ±1kV to input/output lines	Inapplicable	Inapplicable
Electrical surge GB/T 17626.5	±1 kV differential mode voltage ±2 kV common mode voltage	Inapplicable	Inapplicable

Voltage dips, short-term interruptions and voltage variations on power input lines GB/T 17626.11	<5 % UT for 0.5 weeks (on UT, >95% temporary drop) 40 % UT for 5 weeks (on UT, 60% temporary drop) 70 % UT for 25 weeks (on UT, 30% temporary drop) <5 % UT, 5s duration (on UT, >95% temporary drop)	Inapplicable	Inapplicable
Industrial frequency magnetic field (50/60Hz) GB/T 17626.8	3A/m	3A/m	Industrial Frequency Magnetic Field Shall be characterized by the level of industrial frequency magnetic fields typical of sites in a typical commercial or hospital environment.
Note: UT refers to the AC network voltage before applying the test voltage.			

Guidelines and Manufacturer's Declarations - Electromagnetic Immunity			
It is intended to be used in the electromagnetic environment specified below, and the purchaser or user should ensure that it is used in such electromagnetic environment:			
Immunity t	IEC60601 Test	Voltage	Electromagnetic Environment - Guidelines
RF conduction GB/T 17625.6	3 Vrms 150 kHz to 80 MHz	/	Portable and mobile RF communications equipment should not be used closer to any part of the behind-the-ear hearing aid, including the cable, than the recommended isolation distance. This distance should be calculated by a formula corresponding to the frequency of the transmitter. Recommended isolation distances $d = 1.2\sqrt{P}$ $d = 1.2\sqrt{P}$ 80 MHz to 800 MHz $d = 2.3\sqrt{P}$ 800 MHz to 2.5 GHz
RF radiation GB/T 17625.3	3 V/m 80 MHz to 2.5 GHz	3 V/m	where P is the maximum rated output power of the transmitter in watts (W) as supplied by the transmitter manufacturer, and d is the recommended isolation distance in meters (m). The field strength of a fixed RF transmitter is determined by surveying the electromagnetic field. It should be lower than the compliance level in every frequency range. Interference may occur in the vicinity of equipment marked with the following symbol: 
Note: These guidelines may not be appropriate in all cases, and electromagnetic propagation is affected by absorption and reflection from buildings, objects and the human body.			
A. Fixed transmitter field strengths, such as: base stations for wireless (cellular/cordless) telephones and terrestrial mobile radios, amateur radio, AM (amplitude modulation) and FM (frequency modulation) radio broadcasts, and television broadcasts are not theoretically predictable with any degree of accuracy. To assess the electromagnetic environment of a fixed RF transmitter, a survey of the electromagnetic field should be performed. If the field strength at the site where the hearing aid is located is measured to be higher than the RF compliance level for the application described above, the hearing aid should be observed to verify that it is functioning properly. If abnormal B. performance is observed, additional measures may be necessary, such as reorientation or repositioning of the hearing aid. The field strength should be less than 3 V/m over the entire frequency range of 150 KHz to 80 MHz.			

Recommended isolation distances between portable and mobile RF communication devices and hearing aids			
Intended for use in electromagnetic environments where radiated RF nuisance is controlled. Depending on the maximum output power of the communication device, the purchaser or user can prevent electromagnetic interference by maintaining the minimum distance between portable and mobile RF communication devices(transmitters) and hearing aids as recommended below.			
Transmitter maximum output power of the transmitter/W	The isolation distance /m corresponding to different frequencies of the transmitter		
	150 kHz ~ 80 MHz $d = 1.2 \sqrt{P}$	80 MHz ~ 800 MHz $d = 1.2 \sqrt{P}$	800 MHz ~ 2.5 GHz $d = 2.3 \sqrt{P}$
0.01	/	0.12	0.23
0.1	/	0.38	0.73
1	/	1.2	2.3
10	/	3.8	7.3
100	/	12	23
For transmitter rated maximum output power not listed in the table above, Recommended isolation distance d, In meters (m), can be determined using the formula in the corresponding transmitter frequency column, where P is the maximum output power rating of the transmitter in watts (W) as supplied by the transmitter manufacturer.			
Note 1: At 80 MHz and 800 MHz frequencies, the formula for the higher frequency range is used.			
Note 2: These guidelines may not be appropriate in all cases and electromagnetic propagation is affected by absorption and reflection from buildings, objects and the human body.			

Symbols

	Follow operating instructions		
	B type applied part		
	Disposal in accordance with Directive 2012/19/EU (WEEE)		
	Date of manufacture		Manufacturer information
	Serial number		USE BY
	Warning/Danger: Improper use might cause serious injuries		
	Medical Device		
	Permissible storage and transport temperature and humidity		
	Permissible operating temperature and humidity		
	Keep Dry		Comply with Directive 2011/65/EU
	Paper Packaging Recycling		

Notes: This hearing aid is produced under the strict quality system of GA Trading LLC. The device fulfills provisions of the Standard as IEC 60601-1, IEC60601-2-66, IEC60118-7, IEC 60118-13, ISO 10993-1/-5/-10 ISO 14971.