



声智官网

SoundAI 声智

品牌企业：北京声智科技有限公司

品牌地址：北京市海淀区海淀西大街70号1层101服

务热线：400-018-9666

网址：www.soundai.com

User Manual
BTE Hearing Aids

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| Read before use

Thanks for choose the products, and welcome to a new world by a new digital hearing aid.

Hearing aid is an electronic device which Amplifies sounds from the surrounding environment. It will help people with mild to moderate hearing loss or those who just want to enhance their ability to hear conversations in a noisy environment.

Unlike glasses that instantly improve vision, hearing aids require a 1-3 month adaptation period. Starting early makes the brain's adjustment to sounds easier, improving recovery outcomes.

| Preface

This user manual only applies to the SoundAI hearing instrument. Please read this user manual carefully before use.

Intended use

The OTC hearing aids are intended to be used by adults age 18 and older to compensate for perceived mild to moderate hearing impairment. It will help people with mild to moderate hearing loss or those who want to enhance their ability to hear conversation in a noisy environment.

Precautions

For patients with middle ear infection, it is suggested not to wear hearing instrument until cured or by following a doctor's advice. Please consult with your hearing healthcare professional first if you have any questions about your hearing or your hearing instrument.

The manufacturer reserves the right to modify the technical Specifications of the product without any prior notice.

Hazard warnings and product safety

– Please read before using your hearing instrument the first time.

	Hazard Warnings – relevant warning notices
	Never wear other people's hearing aid! It could permanently damage/affect your hearing.
	Avoid direct contact with force (e.g. smacking/slapping, wrestling or likewise sports) while wearing a hearing instrument, such impact could be harmful to your hearing.
	Do not wear hearing instrument in heavy industrial areas (mines, explosion sites).
	Hearing aid batteries are toxic. Keep out of reach of children and pets. If accidentally swallowed, consult physician immediately!
	If pain, skin irritation in the ear or excessive accelerated earwax, consult physician.
	In the unlikely case of the dome being stuck in your ear canal, after the removal of the sound tube from the ear, it is highly recommended, for you to see a physician for safe removal of the dome.
	All external devices and hearing instrument should meet the standard of IEC 60601-2-66: 2019



Proper disposal of electronic products protects the health of people and the environment.

This symbol means the hearing instrument may not be thrown away as normal daily waste. Hearing instrument should be disposed at intended electronic waste/recycle sites, or at your hearing care professional's office.

Precautions Before Use

- ① Avoid using this product in dusty or heavily contaminated environments to prevent internal circuit malfunctions.
- ② Keep away from electronic devices, high-frequency electromagnetic radiation sources, etc., to prevent signal interference or loss.
- ③ Keep away from heat sources or exposed flames, such as electric heaters, microwave ovens, or other places that may generate high temperatures.
- ④ Do not use the product outdoors during rain or snowfall.

Precautions During Use

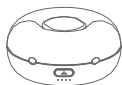
- ① If you experience ear trauma, inflammation, or discomfort such as swelling or pain while wearing the hearing aid, stop using it immediately and consult SoundAI's customer service. If there is no significant improvement, seek medical attention promptly.
- ② Some first-time hearing aid users may experience sensations such as ear blockage or their own voice sounding too loud. These are normal reactions and generally subside within three months as users gradually adapt.
- ③ Individuals with normal hearing should not attempt to use the hearing aid.

- ④ To prevent hearing damage, avoid prolonged listening at high volumes.
- ⑤ Exercise caution or temporarily discontinue the use of the hearing aid in potentially hazardous situations.

Precautions After Use

- ① Gently remove the receiver from the ear canal, then take off the entire hearing aid.
- ② Clean the hearing aid and accessories such as the ear mold tip, and promptly place them back into the charging case for recharging.
- ③ It is recommended to place the hearing aid into the case daily for plug-in disinfection and drying maintenance.

Package includes



Charging case



BTE hearing aid



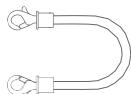
Dome



Cleaning tool



Charging cable



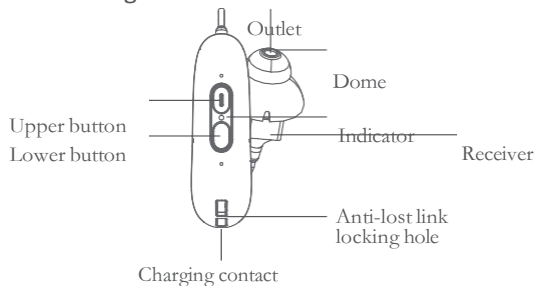
Anti-lost link

	Single version	Pair version
BTE hearing aid	1	2
Charging case	1	1
Anti-lost link	1	1
Dome	5	10
Cleaning tool	1	1
User manual	1	1
Charging cable	1	1

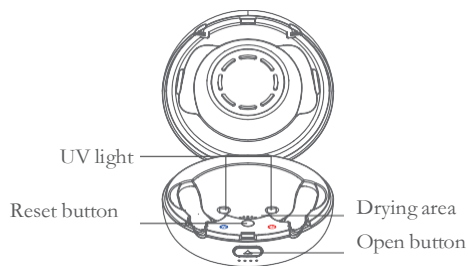
*The specific quantity and types of packaging accessories are subject to the actual items. If you have any questions, please contact the customer service.

Features

BTE hearing aid



Charging case



Operation

Take out the hearing aids

*Activation

Please tear off the insulation sticker and start using.

Replace the devices back into the storage area. The indicator light of the hearing aid turns on, indicating that the activation is successful.

*Automatic

ON

an

OFF

Take out the hearing aids from the charging case. After 8 seconds, the hearing aid will automatically turn on. Put it back into the charging case and it will turn off.

*Choose

the

dome

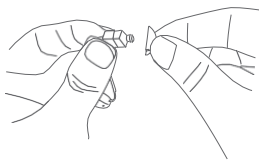
To ensure a comfortable fit and avoid whistling, please select the appropriate size and shape of the ear dome. The factory pre-installs an M-sized open-type ear dome.

Step 1: Choose a pair of suitable size and type of dome. Step 2: Replace with the pre-set domes.

Open dome



Closed dome



⚠ Notice

When your hearing loss is severe or worse, it is recommended to choose a closed dome. This can effectively prevent whistling and howling caused by excessive sound.

Wearing

Step

1: Before wearing, please confirm the left/right ear. Step 2: Hang the hearing aid behind the ear.

Step 3: Use your thumb and index finger to hold the ear dome and carefully insert it into the ear canal, making sure it fits snugly against the ear canal.

Step 4: Make slight adjustments to the hearing aid until it is comfortable and secure.



①



②



③



④

Connecting to the Mobile App

Turn on your phone's Bluetooth. Please download and install the app from major app stores or by scanning the QR code below.

- ① First, complete the pairing between the hearing aid and the app.
- ② After pairing, go to the hearing test page, complete the hearing assessment, and apply the settings.
- ③ Explore more AI personalized features.

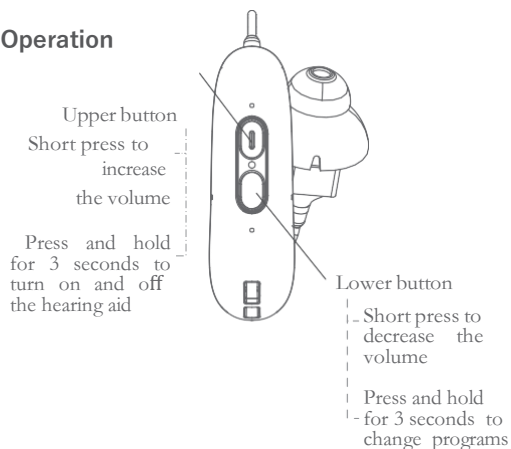


iOS/Android

Connect to Mobile Phone Bluetooth

Open the charging case to set the hearing aids into pairing mode. Turn on your phone's Bluetooth, then search for the Bluetooth names "SoundAI Primo R801 HP" or "SoundAI Forte 800" in your phone's Bluetooth settings page. Tap to connect and pair.

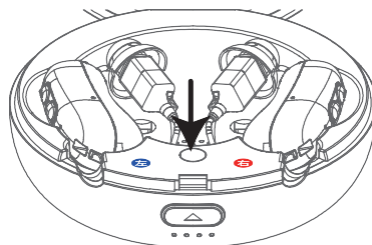
Operation



- ① When connecting the mobile phone to Bluetooth, simply short-press the upper or lower button to receive calls in one click.
- ② If the hearing aid malfunctions, long-press the upper button for 8 seconds to start the restart process. After 8 seconds, the hearing aid will automatically turn on.

Pairing & Restoring to Factory Settings

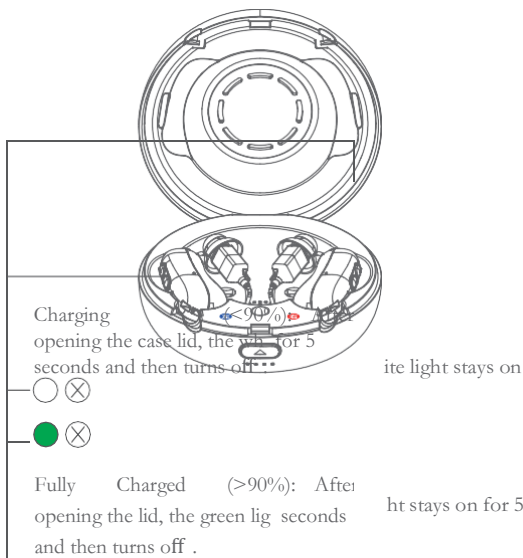
- ① Enter pairing mode: Press and hold the reset button on the charging case for 3 seconds. The hearing aid indicator will blink 10 times, indicating it has entered pairing mode.
- ② Restore to factory settings: Press and hold the reset button on the charging case for 8 seconds. Both the hearing aid and charging case indicators will blink 10 times, confirming the restoration to factory settings is complete.



Charging & Sterilization Drying

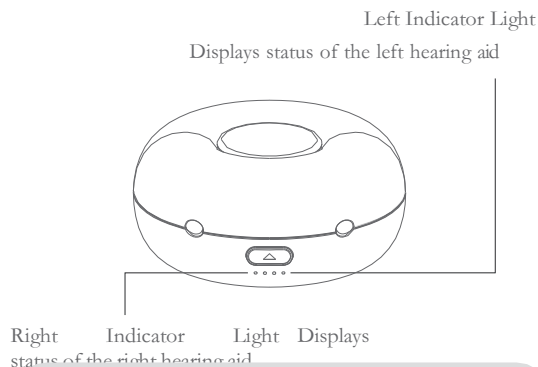
① Charging the Hearing Aids

*When Case Is Open



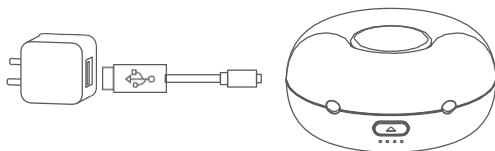
*When Case Is Closed

- Charging: Light blinks Fully
- ⊗ Charged: Light turns off

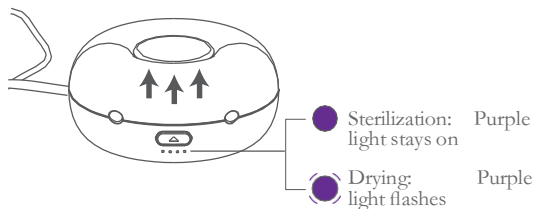


Tip: Regularly clean and wipe the charging contacts of both the hearing aids and the charging case.
During use, when the voice prompt announces "Low battery," it indicates that the battery level of the hearing aid is 10% or lower. Please charge as soon as possible.

- ② Use the Type-C charging cable to charge the charging case.
- Charging process: The 4 indicator lights of the charging case gradually light up, and the last light flashes.
- Fully charged: The 4 indicator lights of the charging case remain constantly on.



- ③ Sterilization and Drying of Hearing Aids Sterilization: The purple light in the charging case stays steadily on to indicate that disinfection is in progress, with a duration of 10 minutes.
- Drying: After sterilization is completed, the purple light in the charging case breathes and flashes to indicate that drying is in progress, with a duration of 3 hours.



 Note:

During the above processes, the charging case must remain connected to power for charging. Charging, sterilization, and drying are carried out sequentially.

Technical Data

Technical Data	Primo R801 HP	Forte 800
Maximum output OSPL ₉₀ (dBSPL)	120	135
HFA output OSPL ₉₀ (dBSPL)	118	124
Maximum Full-on gain(dB)	52	75
HFA Full-on gain(dB)	50	64
THD(%)	3	3
EQ Input Noise(dB)	32	32
Frequency Range(Hz)	250-5000	250-5000

ANSIS3.22-2003 IEC60118-7/2005

Specification	
Bluetooth Version	BT5.2/BLE
Bluetooth Profiles	HFP、A2DP、AVRCP、AVDTP、SPP
Service time	14 hours (Hearing) 7 hours (Music)
Charging time	1~1.5 hours (Hearing aid) 2.5~3 hours (Charging case)
Battery Capacity (Single Aid / Charging Case)	51mAh/500mAh
Transmission Range	≥ <u>10</u> meters (Line-of-sight)
Input Current	5V 1A



*Specifications are based on SoundAI lab test data.

*Tested in a quiet environment with volume at 70%.

Care and Maintenance

① Hearing aids are precise and sensitive electronic devices. Regular cleaning to remove earwax and debris, along with proper maintenance, can ensure their longevity and reliability. However, do not use any solvents or cleaning agents to wipe your hearing aids. A dry, soft cotton cloth or soft cloth is sufficient.

② Use a soft dry cloth or tissue to wipe away grease and moisture from the hearing aid casing. If the hearing aids are exposed to humid environments or frequent contact with sweat, place them in the charging case with a drying tablet when not wearing them at night.

③ Hearing aids should be kept out of the reach of children to prevent them from being treated as toys or swallowed, which could cause unnecessary damage and danger.

④ As electronic products, hearing aids should be stored in a dry place. Wiping the contacts before each charge can help reduce device malfunctions.

⑤ Always remove hearing aids before sleeping, bathing, or swimming to avoid moisture exposure.

⑥ Do not immerse hearing aids in water or other liquids, as this may damage the internal circuitry.

Troubleshooting

If you encounter issues while using your hearing aids, please refer to the methods in the table below for simple troubleshooting:

Problem	Possible Causes	Solution
No sound	① Battery level too low ② Sound outlet or microphone opening blocked	① Replace battery / Recharge ② Clean the sound outlet
Weak sound	① Volume set too low ② Battery level low ③ Ear dome loose ④ Dome sound outlet blocked ⑤ Excessive earwax ⑥ Hearing loss changed	① Increase volume or reprogram/re-fit ② Replace battery / Recharge ③ Readjust the dome position ④ Clean the dome ⑤ Clean the ear canal ⑥ Contact Sound/AI customer service
Whistling /feedback	① Ear dome loose ② Dome size too small ③ Volume set too high	① Readjust the dome position ② Replace with a suitable dome ③ Reduce volume or reprogram/re-fit

Problem	Possible Causes	Solution
High power consumption	① Not placed in charging case with lid closed at night ② Hearing aids are damp	① Place in charging case to charge after use ② Place in charging case with charger plugged in, start drying after charging completes ③ Contact SoundAI customer service
Indicator light on charging case does not turn on after placing hearing aids inside	① Poor contact between hearing aids and charging points ② Charging case battery depleted	① Reinsert hearing aids into charging case ② Recharge the charging case
Indicator light on charging case does not turn on when pressing Bluetooth pairing button	① Charging case battery depleted	① Recharge the charging case
Charging case lid cannot close properly	① Improper placement	① Adjust the metal buckle of the anti-loss strap to align with the groove ② Adjust hearing aid position to ensure proper placement

Symbol Explanation

Hearing aid fitting must be performed by a professional audiologist or doctor. Please note the following symbols in the instruction manual. This manual contains many important safety instructions — be sure to follow all safety information.

Symbols	Symbols Descriptions
	The whole instrument is deemed as type B applied part.
	Operating instruction
	Direct Current
	Indicates the medical device manufacturer
	Indicates the authorized representative in the European Community/ European Union
	Hearing aid with BLE Module
	Disposal in accordance with Directive 2002/96/EC (WEEE)
	DNV MEDCERT GmbH Notified Body

Environment condition

Environment Condition	Working Condition	Transportation Condition	Storage Condition
Temperature	10°C ~ +40°C	-20°C ~ +60°C	-20°C ~ +60°C
Air humidity	0%~80%	0%~90%	0%~80%
Air pressure	500~1200hpa	500~1200hpa	500~1200hpa

FCC Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. 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.

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 ID: 2BQIH-SDA513

Warranty and Return policy



Manufacturer Xiamen
NewSound Technology Co.,Ltd Address:
No.13 of Xiangyue Road,
Torch Hi-Tech Industrial Development Zone, Xiang'An
District, Xiamen, China.

