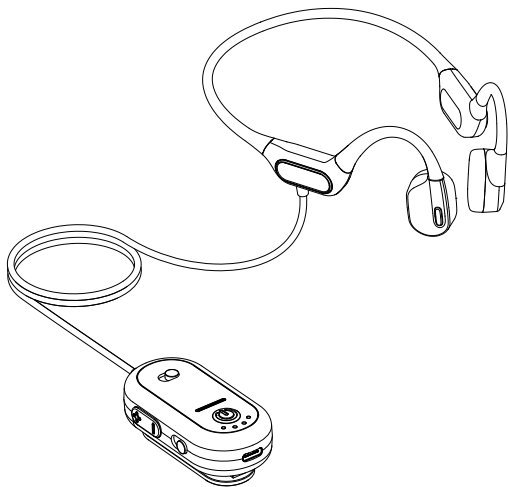




Vibe Flex

Bone Conduction
HEARING AMPLIFIER

User Manual



For assistance or additional information, please contact us at:

✉ **Support-US@vitopdia.com**

Model No.: D20B

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Read Before Use

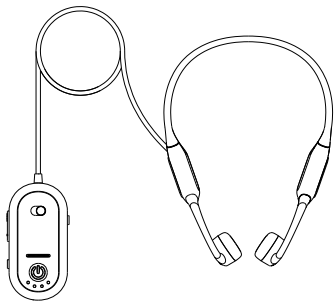
Do not use this device if any of the following conditions apply:

- Open wounds, skin infections, or inflammation at or near the intended placement area on the head. Use of the device may aggravate the condition or delay healing.
- Known or suspected skull defects or abnormalities in bone structure (e.g., after cranial surgery or with congenital bone conditions). Consult with a medical professional before use.
- Persistent or unexplained dizziness, vertigo, or balance disorders. The vibrations of bone conduction may worsen these symptoms.
- Severe mixed or profound sensorineural hearing loss. Bone conduction hearing amplifier is generally not effective for these conditions.
- Allergic reaction to materials in the device or headband (e.g., silicone, plastic, or metal components).
- Children under 18 years old unless directed by a healthcare provider. Young children may be more sensitive to vibration or improper fit.
- Implanted medical devices such as pacemakers or neurostimulators. While bone conduction amplifier typically do not interfere, consult your physician to rule out potential interference.

Safety Instructions

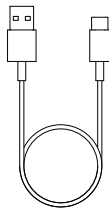
- Exposure to high temperature, high humidity, strong magnetic fields ($>0.1\text{T}$ /MRI), X-rays, and mechanical stress can damage the hearing amplifier.
- Do not place the hearing amplifier in an environment with high temperature or high humidity. Do not use the hearing amplifier while bathing, washing your face, shaving or putting on makeup. Do not place the hearing amplifier in a microwave oven.
- Do not press the hearing amplifier buttons too hard to avoid damage.
- Do not dispose of used hearing amplifier improperly. If you need to dispose of them, please follow the relevant national regulations.

Box Contents



1

1. Hearing Amplifier



2

2. Charging Cable

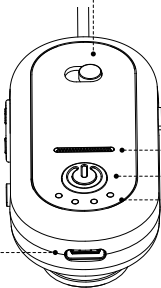
Product Overview

Hearing Amplification On/Off Switch

Volume Button

Hearing Mode Button

Charging Port

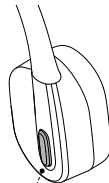


Left/Right Volume Switch

Microphone

Power Button

Battery Indicator



Multifunction Button

Charging Instructions

To ensure optimal battery life and reliable performance, please follow these steps to charge the hearing amplifier.

Checking Battery Level

When the hearing amplifier is powered on, click the power button once to illuminate the battery indicator and get to know the current battery level:

● ● ● ●	Battery level: >75%
● ● ● ○	Battery level: 50%~75%
● ● ○ ○	Battery level: 25%~50%
● ○ ○ ○	Battery level: 15%~25%
☼ ☼ ☼ ☼	Battery is low.

Charging the Hearing Aids

When the hearing amplifier battery level drops below 20%, the battery indicator lights will flash and the speaker will issue a voice prompt to alert you.

1. Connect the hearing amplifier to a USB-C power source (power adapter is not included).
2. Charging Indicator Lights
 - Flashing: Charging in progress
 - Stay Solid: Fully charged.
3. Charging Time: It typically takes 1.5 hours to fully charge the hearing amplifier.

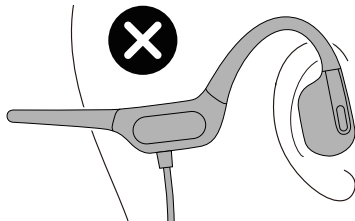
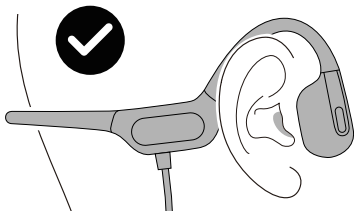
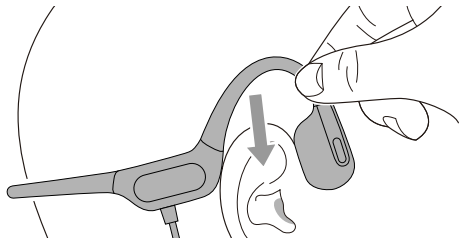
How to Wear the Hearing Amplifier

Position the Device on Your Head:

Place the transducer pad just in front of your ear, on the cheekbone or temporal bone. Ensure the pad sits firmly against the bone, not on soft tissue or the ear canal.

Wear Glasses with Care (if applicable):

If you wear glasses, put the hearing amplifier on after your glasses to prevent interference with placement.



Operation Guides

Power ON

- Hold the power button for 3 seconds as the battery indicator flashes.

Power OFF

- Hold the power button for 3 seconds.

Volume Adjustment

The left and right hearing amplifier volume can be adjusted separately, each supports 5 volume levels.

- Slide the volume switch to the side that the volume needs to be adjusted.
- Press the volume buttons to increase or decrease the volume, you will hear **Maximum Volume** voice prompt when it reaches to max volume, and **Minimum Volume** voice prompt when it reaches minimum volume.

Hearing Mode Switch

Slide the hearing mode button to set it to indoor mode, outdoor mode and conversation mode.

- Indoor Mode: Optimized for quiet environments like home, offices, or libraries. Enhances speech clarity while reducing low-level background noise.
- Outdoor Mode: Designed for use in noisy or open environments. Reduces wind and environmental noise to help you hear more clearly in outdoor settings.
- Conversation Mode: Focuses on amplifying speech and human voices, making conversations clearer in both quiet and moderately noisy environments.

Bluetooth Connection

Pairing

- Enable Bluetooth on Your Phone.
- Power on the hearing amplifier.
- Your hearing amplifier will appear as a device name `vibe_flex`. Tap the device name to connect.
- The hearing amplifier will exit pairing mode if no connection is made within 2 minutes.
- If the device name does not appear in device list, hold the power button for 5 seconds to enter pairing mode again.

Disconnecting

- Go to your phone's Bluetooth settings, tap the "(i)" or gear icon next to your hearing amplifier's name, choose "Disconnect".
- Optionally, turn off Bluetooth on your phone to fully disable all Bluetooth connections.
- To stop Bluetooth signals entirely, power off the hearing amplifier.

Unpairing

- Go to your phone's Bluetooth settings, tap the "(i)" or gear icon next to your hearing amplifier's name, choose "Forget This Device".
- On the hearing amplifier, quick click the power button for 5 times. The hearing amplifier will reboot and enter pairing mode, indicated by a voice prompt, your phone and hearing amplifier is now unpaired.

Hearing Amplification & Bluetooth Streaming

Your hearing amplifier supports Mixed Mode, allowing you to enjoy both amplified ambient sounds and Bluetooth audio streaming at the same time.

Mixed Mode (Default)

- What it does: You will hear both Bluetooth audio (e.g. from your mobile phone) and amplified surrounding sounds simultaneously.
- Use case: Ideal for listening to music or phone calls while still being aware of your environment.

Bluetooth Streaming Only

- What it does: Turns off the hearing amplification. You will hear only the Bluetooth audio from your connected mobile device.
- How to activate: Slide the hearing amplifier switch to turn off the hearing amplification.
- Use case: Perfect when you're in a quiet environment and want to focus on music, calls, or videos.

Hearing Only (No Streaming)

- What it does: Pauses the Bluetooth audio from your mobile phone. You will hear only amplified environmental sounds.
- How to activate: Pause the audio on your phone, or disconnect Bluetooth.
- Use case: Useful when you just want to use the hearing amplifier without any audio distraction.

Bluetooth Streaming & Call Control

Music Play

- Single Click Multifunction button: Play/Pause Music
- Double Click volume + button: Skip to next song
- Double Click volume - button: Previous song

Answer a Phone Call

- Single Click Multifunction button: Answer / End Call, Play / Pause Music

Reject a Phone Call

- Double Click Multifunction button: Reject Call

Bluetooth Auto Reconnect

- After disconnecting the headset from the mobile phone, it can reconnect to the mobile phone when it powered on next time.
- When the Bluetooth is out of the working range, it will automatically reconnect when it returns to the working area within 2 minutes (if it cannot be connected, click the middle button to automatically connect).

Troubleshooting

Common Problems and Solutions

Problem	Possible Causes	Solutions
No sound from hearing amplifier	Hearing amplifier is out of power	Charge the device
	Improperly wearing	Make sure the pad on your cheekbone
Blurred and unclear	Low battery	Charge the device
	Low volume	Turn up the volume
	Improperly wearing	Make sure the pad on your cheekbone
Whistling (Squeaking)	Improper wearing	Make sure the pad on your cheekbone
	Volume level is too high	Lower the volume

Maintenance & Care

The hearing amplifier is a high-precision device. Proper care and handling will ensure its optimal performance.

- Please clean the microphone inlet holes regularly.
- If your hearing amplifier becomes damp, do not dry it in a microwave oven, hairdryer or other electric heater, but place it in a dry, well-ventilated area to dry.
- Do not wipe the hearing amplifier with any solvent or cleaning agent.
- Do not shake or bump the hearing amplifier violently.
- Do not disassemble the hearing amplifier when it is malfunctioning; Any damage caused by disassembly will not be covered by the warranty.



Attention: Do not submerge the device in water.

Transportation

Packaged hearing amplifier can be transported in general cargo, but they should be protected from sunlight and direct rain, snow, or mechanical collision. The environmental conditions for transportation should be 0 °C ~ 40 °C (32 °F ~ 104 °F) and the relative humidity should not be more than 80%.

Storage

If hearing amplifier is to be stored for a long time, they should be stored at 0 °C ~ 40 °C (32 °F ~ 104 °F), at a relative humidity of not more than 85%, in a warehouse with ventilation and without corrosive gases that could affect the performance of the hearing amplifier.

FCC Regulatory Compliance

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 Warning 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 equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 0cm between the radiator and your body.

Disposal & Recycling



- At the end of the product life cycle, do not throw this product into the normal household garbage, but bring it to a collection point for the recycling of electronic equipment and battery.
- Waste Electrical and Electronic Equipment may have potentially harmful effects on the environment.
- Improper disposal may lead to the accumulation of harmful toxins in air, water and soil, which is harmful to human health. You have the obligation to dispose of the device correctly. Consult your municipal authority for information about disposal.

Specifications

Acoustic Performance

AMSL50 (Maximum Sound Level): 35dB @1400 Hz

Speaker Sensitivity: 85.5 ± 3 dB

Microphone Sensitivity: -42 ± 3 dB

Speaker Frequency Response: 20 Hz – 20 kHz

Microphone Frequency Response: 20 Hz – 20 kHz

Noise Reduction: DNC

Parameters

Power Supply: 3.7V / 1000mAH rechargeable lithium battery

Power Input: 5V / 1A

Amplification Battery Time: Up to 20 hours

Music Playback Battery: Up to 20 hours

Charging Time: ~90 minutes

Operation Temperature: $-20^{\circ}\text{C} \sim 40^{\circ}\text{C}$ ($-4^{\circ}\text{F} \sim 104^{\circ}\text{F}$)

Operation Humidity: $\leq 85\%$

Waterproof Rating: IPX4

Warranty

One-Year Limited Hardware Warranty

Your Hearing Amplifier (“Product”) is covered by a One-Year Limited Hardware Warranty (“Warranty”) against defects in materials and workmanship under normal use. This Warranty applies only to original purchasers and is limited to residents of the country/region of sale. It provides specific legal rights, which may vary by state.

Warranty Period

- The Warranty is valid for one (1) year from the date of purchase.
- The Warranty does not extend if the Product is repaired or replaced.
- Any changes to this Warranty will not apply retroactively.

What's Covered

If a hardware defect arises within the Warranty Period and a valid claim is made, Vitopdia will, at its discretion:

1. Repair the Product using new or refurbished parts that match new performance and reliability standards.
2. Replace the Product with a new or refurbished item of equivalent function and value.

Note: This Warranty allows only one replacement per purchase. If the Product is discontinued, an equivalent replacement may not be available.

Limitations & Exclusions

This Warranty does not cover damages caused by:

- Improper handling: Transport, storage, accidents, abuse, or external causes beyond our control.
- Misuse: Failure to follow product instructions or perform preventive maintenance.
- Unauthorized modifications or repairs.
- Normal wear and tear.

Important: Do not disassemble the Product. Unauthorized disassembly will void the Warranty. Repairs must be performed only by Vitopdia or an authorized service provider.

Legal Disclaimer

- The remedies under this Warranty are your sole and exclusive solutions.
- Our liability will not exceed the original purchase price of the Product.
- We are not responsible for any incidental, consequential, special, or punitive damages.
- Some states/countries do not allow limitations on implied warranties or exclusions of incidental damages, so these limitations may not apply to you.

All implied warranties, including but not limited to merchantability and fitness for a particular purpose, are limited to the duration of this Warranty.

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