

## Quick User Guide

Hear Better, Live Better


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### 6-Week program


Adapting to Infinity was never easier



### How to get started

The SmartU CIC hearing aids is built with performance and comfort in mind. We will guide you through the adaptation process in just 6 weeks.

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Please note that skipping straight to week 6 might cause you to mistakenly think your hearing aids are not working properly.

### Before getting started


- Before wearing your new device, remove any wax build up in the ear canal. A professional ear cleaning may be necessary.
- Hearing aids should be fully charged before using them for the first time.

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### Day 1

- Wear the hearing aids for **1-2 hours**.
- Take your time to slowly adjust them and try different volume levels.
- Wear them only in a quiet environment, at home. No parties just yet, please :)
- Have one-on-one conversations in a quiet environment.




### Please note

**On the first day you'll notice sounds that you may not have heard in a while**, such as the refrigerator humming, the ticking of a clock or the sound of the air conditioner blowing.

It might be a little distracting at first and this is normal, because they are like "new" sounds so your ears focuses on them more than it needs to.


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### Week 1


- Continue wearing your hearing aids for 1-2h/day during the whole week.
- Keep wearing them at home and quiet environments only to ensure that your ears adapts to all these new sounds that have not heard in ages.
- Ask your friends and family to help you by speaking clearly and slowly. It will also be very helpful if they face you as they speak so you can match mouth movements to the words and letters you hear.

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### Week 2


- Start extending your wear time to 3-4 hours daily.
- Add some fun to your routine and test out different types of sounds like the TV or music.
- Try watching your favorite TV shows, maybe even without subtitles this time.
- Listen to an audiobook or podcast.
- Don't worry if it feels different at first – your ears are learning to focus on what matters.



### Week 3

- Extend your wear time to 4-6 hours daily.


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### Fun test:

Try talking to someone for one minute, then take out your hearing aid and continue talking and compare the difference.

**Does your hearing with the aid in now feel like the new "normal"?**







### Week 4

- Extend your wear time to 6-8 hours daily.

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### Week 5

- Extend your wear time to 8-10 hours daily.

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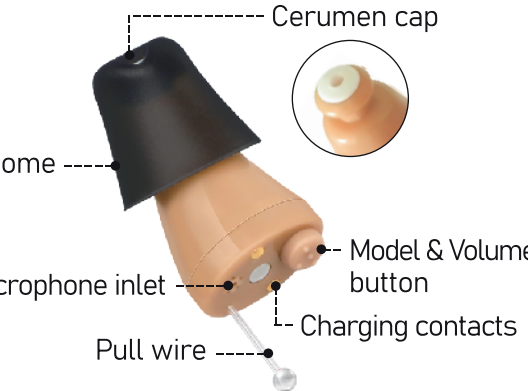


And remember, you should not skip directly to week 6, otherwise you may incorrectly believe that your hearing aids are not working.

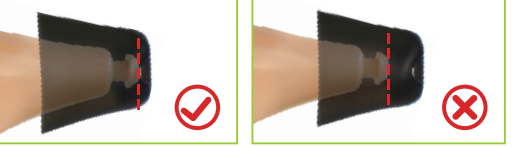
Let your hearing settle progressively and start experiencing your new life.

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### Appearance



### Changing the dome



**Correct**  
Tip: When replacing the ear domes, make sure they are properly assembled and pull on them to ensure they won't come off.

**Incorrect**


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### Turn On/Off

**Power On**  
When you remove the device from the charging case, it will automatically turn on.

**Power Off**  
When you put the device into the charging case and close the lid, the device will automatically turn off.

Tip:  
The device turns on automatically 9 seconds after being taken out of the charging case, with a voice prompt: **"speaking quiet"**.



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### Button Functions

#### Adjusting Volume Level

**Short press to adjust volume**

The volume has 3 levels, cycling from low to high and then from high back to low. Each press increases the volume by one level (low to high), with a voice prompt: **"Volume up"**. At the maximum level, the prompt will say: **"Volume maximum"**. After reaching the highest level, each press decreases the volume by one level (high to low), with a voice prompt: **"Volume down"**. At the minimum level, the prompt will say: **"Volume minimum"**.

**Switch Modes**  
**Press and hold the button for 2 seconds to switch between modes:**

**Program 1:** Mild  
**Description:** Suitable for individuals with mild hearing loss (25 dB).

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**Applicable Scenarios:** Daily quiet environments (e.g., conversations at home, watching TV), providing a natural listening experience for mild hearing loss users while avoiding discomfort from excessive amplification.

**Program 2:** Mild - Moderate  
**Description:** Suitable for individuals with mild - moderate hearing loss (30 dB).  
**Applicable Scenarios:** mild - moderate hearing loss users in moderately noisy environments (e.g., restaurants, small gatherings), offering clear speech recognition while maintaining comfort.

**Program 3:** Moderate  
**Description:** Suitable for individuals with moderate hearing loss (35 dB).  
**Applicable Scenarios:** Moderate hearing loss users in noisier environments (e.g., streets, meeting rooms), enhancing speech intelligibility while avoiding excessive high-frequency stimulation.

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**Program 4:** Moderate - Severe  
**Description:** Suitable for individuals with moderate - severe hearing loss (40 dB).  
**Applicable Scenarios:** Moderate - Severe hearing loss users in noisier environments (e.g., streets, meeting rooms), enhancing speech intelligibility while avoiding excessive high-frequency stimulation.

The hearing aid features **mode memory**, automatically retaining the last used mode for the next session.

### Reasons why the hearing aids are not charging

**Check if the charging contacts of the hearing aids and charging case are oxidized or obstructed by dirt.** Use a cleaning cloth to wipe them clean.

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**Check if the pull wire is bent**, causing insufficient contact between the hearing aids and the charging case, which may prevent normal charging. Make sure the pull wire is kept vertical and placed correctly into the charging case's slot.

**If the issue persists**, please contact customer service for further assistance.

### Charging & Battery Life

The hearing aid **fully charges in 2 hours**, with the following usage times:  
**Hearing mode:** Up to 18-20 hours  
**Calling mode:** Up to 12 hours  
**Audio streaming mode:** Up to 12 hours

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### Charging case

- Type-C charging port**
- 3-hour full charge**, providing extra **3 full recharges** for the hearing aid.





**Charging Case LED Indicators (LED2-LED5, left to right):**

LED1 LED2 LED3 LED4 LED5

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**When not connected to USB power:**

- Battery < 5%:** All 4 LEDs blink at 1Hz for 10 seconds + 3 low-battery beep alerts.
- Battery < 25%:** LED2 stays lit for 10 seconds, then turns off.
- 25% ≤ Battery < 50%:** LED2 & LED3 stay lit for 10 seconds, then turn off.
- 50% ≤ Battery < 75%:** LED2, LED3 & LED4 stay lit for 10 seconds, then turn off.
- 75% ≤ Battery < 100%:** All 4 LEDs (LED2-LED5) stay lit for 10 seconds, then turn off.

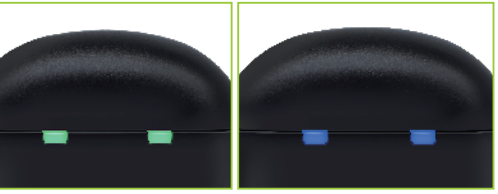
**When charging via USB:**

- Battery < 25%:** LED2 flashes for 10 seconds, then turns off.
- 25% ≤ Battery < 50%:** LED2 stays lit, while LED3 flashes for 10 seconds, then both turn off.
- 50% ≤ Battery < 75%:** LED2 & LED3 stay lit, while LED4 flashes for 10 seconds, then all turn off.

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- 75% ≤ Battery < 100%:** LED2, LED3 & LED4 stay lit, while LED5 flashes for 10 seconds, then all turn off.
- Battery = 100% (fully charged):** All LEDs (LED2-LED5) stay lit for 10 seconds, then turn off.

### Hearing Aid LED Indicators (Left: LED1, Right: LED6):



**Green light** **Blue light**

**When not charging:**  
Low battery: **Blue light** on LED1 (left) or LED6 (right).

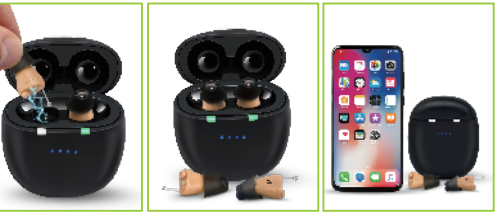
**When fully charged:**  
**Green light** on LED1 (left) or LED6 (right).

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### Bluetooth Connection

**Prepare for Pairing:**

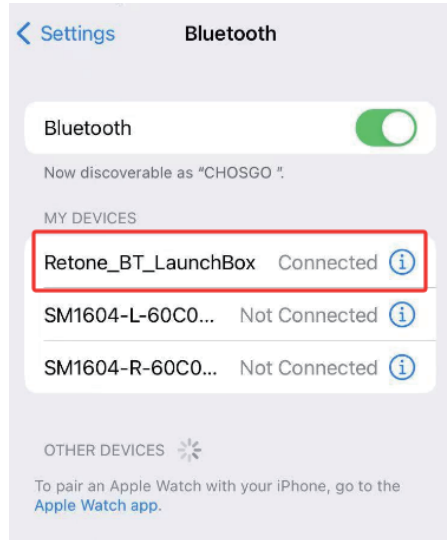
- Take the earbuds out of the charging case.
- Close the lid of the charging case.
- Bring the charging case close to your smartphone.



**Pairing Steps:**

Go to your phone's Bluetooth settings. Find and select the available device named: **"Retone\_BT\_LaunchBox"**. Tap **"Connect"**.

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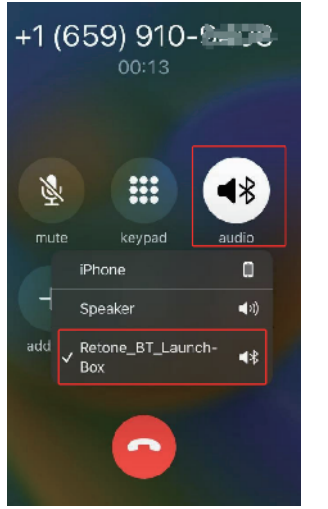


**Connection Successful:**

Once paired, you can use the hearing aids for: **Music streaming** (audio playback) & **Phone calls**.

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- Adjusting the volume of music streaming: Use the phone's volume buttons to adjust.
- Turning off music streaming: Turn it off via the phone's streaming app.
- Answering calls: With Bluetooth connected, answer calls via the phone, and the hearing aid will automatically switch to call mode. If the hearing aid does not enter call mode, check whether the audio is switched to: **Retone\_BT\_Launch\_Box**.



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**Notes: Bluetooth Audio Delay (TWS Master-Slave Latency)**

When streaming music, if one earbud plays audio slightly earlier than the other, this is due to normal TWS (True Wireless Stereo) master-slave transmission delay—it is not a device defect.

**Notes:** Functionality Across Modes:

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### Troubleshooting guide SmartU rechargeable hearing aids

If you feel that your hearing aids are not working properly, we have found that over **97%** of all **problems** encountered are a result of one of the following **5 reasons**.

**Earwax blocking**  
If the hearing aid suddenly stops working (no sound), it is usually due to **earwax** blocking the domes or the cerumen cap. First, check if the domes or cerumen cap are clogged and clean or replace them as needed.

**Low battery**  
Remember to **charge your hearing aids** every day. Low Battery will make the device not work properly, time for your hearing device to be recharged.

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**Feedback / Whistling**  
**Feedback** and **whistling** sounds are signs that your device is **working properly**. You just need to lower the volume to find the perfect combination for your environment. At the same time, replace the domes that are more suitable for the size of the ear canal. Once you done these, **feedback will be rare**.

**The volume is too loud**  
To resolve this, lower the volume and increase it slowly.

**The user is putting pressure on the microphone**

- You may be accidentally putting pressure or obstructing the microphone when fitting the device.
- Do not worry. Once the device is secure in your ear, Remove your hands and the whistling will stop.

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**Sound quality**  
If you feel like the sound quality sounds weird (like you're in a tunnel, or that you're hearing everything) that's normal. It often takes up to 6 weeks for the brain to fully adjust to hearing new sounds so give it time.

**Fit**  
If you feel like the device doesn't fit right, please change the domes. Each device comes with multiple ear-domes (earbuds) that cover 99% of all earsizes. Please try them all to get the best fit. If your device seems too big, in many cases, you just need to pick the smallest ear-dome.

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