



We make hearing easier

## **USER MANUAL**

Hearing Device



✓ Sleek, discreet, and virtually invisible

✓ Enjoy up to 10 hours music listening

✓ Stream your favorite music

✓ Hands-free calls

## Safety Information

**Warning: If you are younger than 18, do not use this.**

You should go to a doctor, preferably an ear-nose-throat doctor (ENT doctor), because your condition needs specialized care. This OTC (over the counter) hearing aids are only for users who are age 18 or older.

People who are younger than 18 with hearing loss should see a doctor, preferably an ENT doctor, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and constant care are also important.

**Warning: When to See a doctor.**

If you have any problem(s) listed below, please see a doctor, preferably an ear-nose-throat doctor (ENT doctor).

- Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident.
- You saw fluid, pus, or blood coming out of the ear in the past 6 months.
- You feel pain or uncomfortable in your ear.
- 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 (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 inserting it into your ear canal. Follow the instructions and try again, if you also feel pain or discomfort, contact the manufacturer. If your pain or discomfort doesn't go away, consult a hearing care provider. You can also follow relevant instructions below and report this to FDA as an adverse event.

**Caution : You might need medical help if a piece gets stuck in your ear.**

If any part of your hearing aid, like the ear domes, 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, maybe seriously.

**Note : If you remain concerned, consult a doctor.**

If you try this device and continue to struggle with or remain concerned about your hearing, you should consult a hearing care provider.

**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 help your hearing back to normal when you not wear it. A hearing aid will not prevent or improve a medical condition which causes hearing loss.

People who start using hearing aids may need a few weeks to get used to. Training or counseling can help them have a better experience using the devices.

If you have hearing loss in both ears, it's better to use hearing aids in both ears, especially in noisy environments.

**Note : Tell FDA about injuries, malfunctions, or other adverse events.**

To report a problem involving your hearing aid, you should submit the information to FDA as soon as possible. FDA calls them "adverse events" which may 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.

**Instructions for reporting are available at <https://otchearingaidcenters.com>, or Call +1 888 804 4327.**

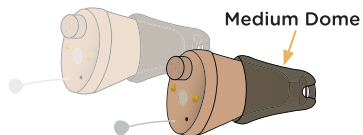
**You can also download a form and send E-mail to FDA.**



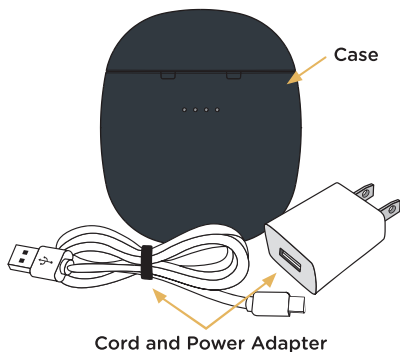
## Package Contents

### a) Hearing Aid(s)

(found inside of charging case)



### b) Charging Case



### c) Cleaning Tool



### d) Domes\*

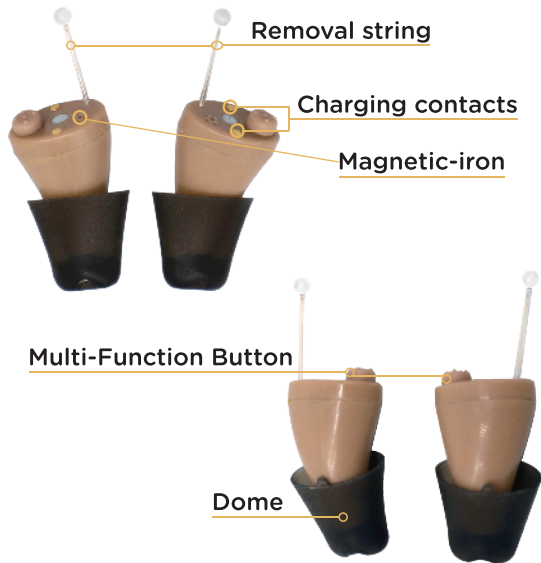


\*Contents will vary depending on quantity ordered.

### e) Wax Guards/Tools



## Diagram



### SCOPE OF APPLICATION

Experience matching, for patients with air conduction hearing loss to compensate for hearing.



## Quick Start Guide

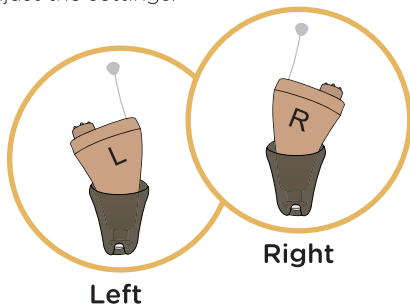
If you have a pair of hearing aids, first identify the **left and right aid** (your hearing aids can be found inside the charging case). Hearing aids are fit, and may be tuned, differently for each ear. Therefore, they should not be swapped.

Your left hearing aid has an **“L” label** on the side.  
Your right hearing aid has an **“R” label** on the side.

**Step 1:** Charge the hearing aids.

**Step 2:** Place the hearing aids in your ears.

**Step 3:** Adjust the settings.



## Notes For Charging

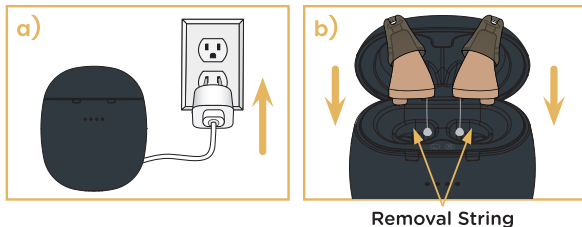
1. Please close the charging case to avoid power loss while the hearing aids are in charging.
2. Keep the devices clean and dry when in charging.
3. Please ensure that charging and using the hearing device within operating temperature range: +5° to +40° Celsius (41° to 104° Fahrenheit).
4. Do not use other adapter or charging cable which not provided by manufacturer or reseller.

## Charge

a) Plug the charging case and USB cord into a standard outlet, LED 3&4&5&6 will flash blue to indicate charging, and solid 4 blue lights to indicate fully charged.

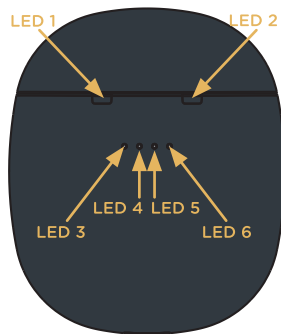
b) Drop the hearing aid(s) in the charging case with the removal string in the well. The left hearing aid should be placed in the left side of the charging case, and the right hearing aid in the right side. Keep the removal string as straight as possible.

c) The top 2 led lights (LED 1 and/or LED 2) will turn blue to indicate the hearing aid is charging, and green to indicate fully charged. Close lid to avoid power loss during charging.



## Charging Case LEDs



The charging case has six LED lights indicating the charging status of the hearing aids and charging case.








LED 1 = Left hearing aid  
LED 2 = Right hearing aid  
LED 3,4,5,6 = Charging case

**TIPS:** When the charging case is plugged into & removed from an outlet or the lid is opened or closed, the LED lights will turn on for 15 seconds to indicate charging status and then turn off.






## LED 1.2: Left & Right Hearing Aids

Charging	Solid blue light	
Fully charged	Solid green light	

## LED 3.4.5.6: Charging Case (Plugged in)

Charging: Less than 30% full	1 flashing blue light	
Charging: 30% to 50% full	1 solid blue light + 1 flashing blue light	
Charging: 50% to 70% full	2 solid blue lights + 1 flashing blue light	
Charging: 70% to 95% full	3 solid blue lights + 1 flashing blue light	
Fully charged	4 solid blue lights	

## LED 3.4.5.6: Charging Case (Unplugged & lid is opened or closed)

Power: 25% full	1 solid blue light	
Power: 50% full	2 solid blue lights	
Power: 75 full	3 solid blue lights	
Power: 100% full	4 solid blue lights	
Out of power	4 flashing blue lights	

## Charging Information/Battery Life

The charging case can fully charge the hearing aids up to 3 times without being plugged in. It takes about 2 hours to fully charge the hearing aids. It takes about 3 hours to fully charge the case.

On average, a full charge of the hearing aids lasts approximately 15 hours for hearing, 10 hours for music, 10 hours for calling (may vary from different using conditions ).

Once the hearing aid is fully charged, a sensor stops the charging process. There is no risk of battery degeneration if left in the charging case. The charging case can also remain plugged in while not in use.

**Please note:** We recommend wiping the hearing aid with a dry soft cloth to remove any moisture or oils before placing in the charging case.

## Low Battery Warning

When the hearing aid battery is low, a long beep repeats every 5 minute until it fully depletes.

## On/Off Control

The hearing aid will automatically turn off when placed in the charging case, and turn on when removed from the charging case.

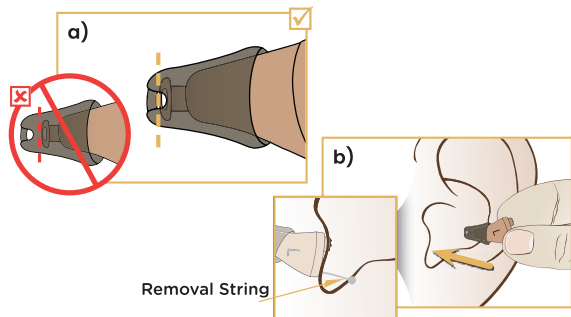
When the hearing aid is turned back on, it will delay **9 seconds** before providing any sound. Then it will fade increasingly for **1 seconds** into the last volume and program settings used.



## Place In Ear

**a) IMPORTANT:** Prevent the dome from coming off in your ear. Always verify the dome is pushed all the way on the hearing aid before inserting. You should be able to see the white wax guard through the opening on the tip of the dome.

b) Hold the hearing aid with the removal string at the bottom and the push button at the top. Insert the dome into your ear canal (avoid touching the microphone to prevent whistling).

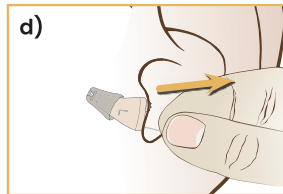
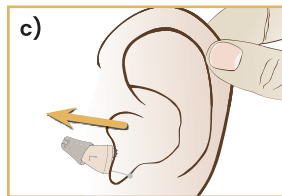


**Please note:** Whistling may occur if the aid is not properly inserted in your ear.

c) Gently pull your ear outwards and push the hearing aid into the ear canal, following the natural curve of your ear canal.

**IMPORTANT:** Prevent the aid from going too far into your ear canal. The aid will come to a natural stopping point in your ear. Do not try to push further than this.

**d) Remove from ear:** Hold the hearing aid by the removal string and gently pull the hearing aid up and out of your ear canal. Check for wax build-up.

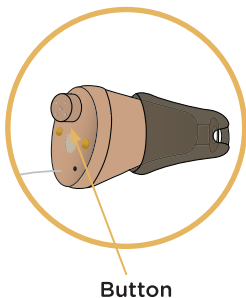


## Settings

The **Level up 4+** uses a multi-function push button that serves as both the volume control and program control.

**\*Change volume:** Press and quickly release.

**\*Change program:** Press for 2 seconds and release.



## Volume Control

**To change volume, press and quickly release the button.**

**"Volume maximum".**

After reaching the highest level, each press decreases the volume by one level (high to low), with a voice prompt: **"Volum down"**. At the minimum level, the prompt will say: **"Volume minimum"**.

When the aid is turned off and back on, the aid will reset to the last volume setting used.

Program 1 Mild	Low	13 dB
	Mid	19 dB
	High	25 dB
Program 2 Mild- Moderate	Low	18 dB
	Mid	24 dB
	High	30 dB
Program 3 Moderate	Low	23 dB
	Mid	29 dB
	High	35 dB
Program 4 Moderate- Severe	Low	28 dB
	Mid	34 dB
	High	40 dB

## Program Selection

**To change programs, press the button for 2 seconds and release.** Different voice prompt indicate different program change.

Experiment with the different programs at various volumes to find what combinations work best for you.

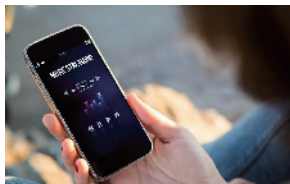
**Please note:** When the hearing aid is turned off and back on, it will delay 10 seconds before providing any sound, Then it will fade increasingly for 2 seconds into the last volume and program settings used.

Program	Description	Applicable Scenarios
1	Suitable for individuals with mild (25 dB)	Ticking of a watch - The hum of the refrigerator
2	Suitable for individuals with mild - moderate hearing loss (30 dB)	Light rainfall - Ambient background noise in a quiet space
3	Suitable for individuals with moderate hearing loss (35 dB)	A normal conversation - The noise of a vacuum cleaner
4	Suitable for individuals with moderate - severe hearing loss (40 dB)	City traffic - Power tools

## Usage Scenarios



✓ Quiet Environment



✓ Bluetooth audio



✓ Echo Environment



✓ Outdoor Environment



✓ Wind noise



✓ Restaurant



✓ Library



✓ Supermarket

# Replacing Parts

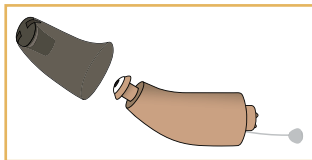
Domes and wax guards protect against wax and moisture, and can affect the sound quality if they have debris in them.

**In addition to daily cleaning, you should also replace domes and wax guards every month.**

## Domes:

The hearing aids come assembled with medium domes. If these do not work for you, experiment with the small and large domes in your Hearing box to find the best fit.

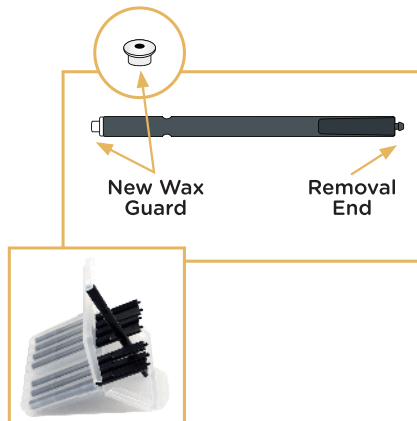
Domes are not left and right ear specific. However, the domes have a slight curve, which should follow the curve of the hearing aid when assembled.



## Wax Guards:

The hearing aids also come assembled with a small wax guard inserted in the tip of the hearing aid (underneath the dome).

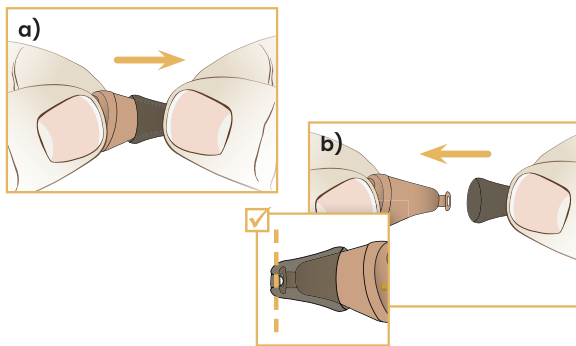
The replacement wax guards in your Hearing box come inside of a small case. Each tool has two ends: one for removal and one with the new wax guard.



## Replacing Domes

**a) Remove dome:** Hold the hearing aid with one hand and pinch the dome with the other hand. Twist back and forth while pulling to remove.

**b) Attach dome:** Push new dome over the ridge on the tip of the hearing aid.



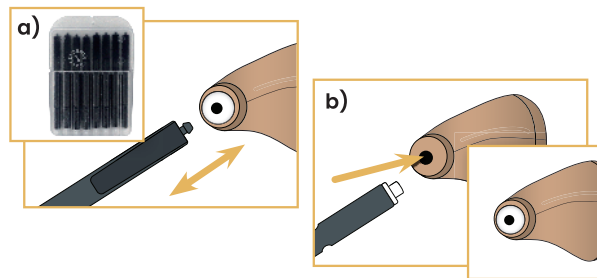
**IMPORTANT:** Always verify the dome is pushed all the way on before inserting. Otherwise, dome may detach when removing from your ear.

## Replacing Wax Guards

**a) Remove:** Open the wax guard case and select a new wax guard tool. Insert the removal end of the tool into the used wax guard and pull it out.

**b) Insert:** Gently push the new wax guard (found on the other end of the tool) into the hole until the outer ring lies flush with the outside of the receiver.

**c) Pull the tool straight out.** The new wax guard should remain in place.



**Please note:** If the wax guard does not easily detach from the hearing aid, try twisting the tool to better attach the wax guard to the tool.

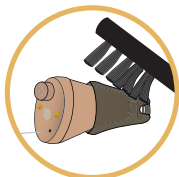


## Care and Cleaning

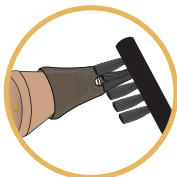
### Daily Cleaning:

Use the cleaning tool **brush** to remove dust, earwax, or other debris from the dome, wax guards, buttons, and microphone.

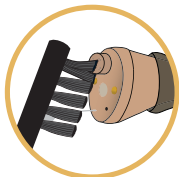
The hearing aid body can be cleaned with a dry soft cloth. Do not use water, alcohol, or other liquid agent to clean the hearing aid as it may damage it.



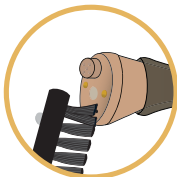
Dome



Wax Guards



Button



Microphone

## Tips for Optimal Performance

- \*Avoid physical shock, such as dropping it on the floor.
- \*Store in a cool dry place, such as a hearing aid dehumidifier.
- \*For maximum battery life, charge the hearing aid until it is fully charged with each charge.
- \*To extend the overall life of your battery, do not store the hearing aid or charging case for over a month without charging.
- \* Do not use hair spray or a hair dryer while wearing the hearing aid.
- \* Do not expose the hearing aids to excess moisture or heat.



## Using the Telephone

Set the hearing aid on program 1 and use the phone as you normally would. If whistling(feedback) occurs, you may need to hold the phone's **speaker** a little further away from your ear/the hearing aid **microphone**, or make slight adjustments to the volume until you find what works best for you.



## Troubleshooting

Issue:			
	Intermittent or distorted sound	Feedback/whistling	Weak or no sound
Action Steps:	Adjust volume	✓	✓
	Charge your hearing aids	✓	✓
	Use dehumidifier	✓	✓
	Clean ear canal	✓	✓
	Clean dome/wax guard	✓	✓
	Change dome/wax guard	✓	✓

## Sound is distorted or intermittent.

- Trapped moisture may be distorting the sound. Use a hearing aid dehumidifier overnight.
- Lower the volume.
- Make sure the hearing aid is charged. If you are unsure, fully charge the hearing aid until the LED lights turn green and turn back on.
- Turn the volume up to maximum and cup the hearing aid in your hand. If it whistles, the hearing aid is working and wax may be blocking your ear canal. Use an ear rinse kit or have your ears cleaned by a professional.
- Clean the dome and wax guard, and replace if they are worn.

## Device makes a whistling sound.

- Whistling (feedback) occurs when amplified sound returns to the microphone and is re.amplified.
- Most hearing aids whistle when not inserted properly. Try reinserting the hearing aid so it fits better.
- Lower the volume.
- Wax or debris can cause whistling. Clean the dome, wax guard, and ear canal. Replace dome and wax guard if they appear worn. You may also consider an ear canal wax removal solution.

**Please note:** when an object (hand, hood, person, wall, etc.) comes close to your ear while wearing hearing aids, you may experience whistling. This is normal for all microphones, not just microphones in hearing aids.

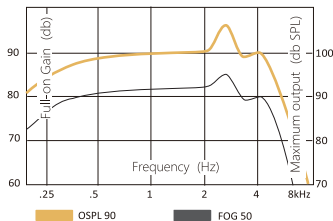
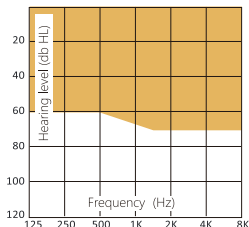
## Device has weak or no sound.

- Trapped moisture may be distorting the sound. Use a hearing aid dehumidifier overnight.
- Increase the volume.
- Make sure the hearing aid is charged. If you are unsure, fully charge the hearing aid until the LED lights turn green and turn back on.
- Turn the volume up to maximum and cup the hearing aid in your hand. If it whistles, the hearing aid is working and wax may be blocking your ear canal. Use an ear rinse kit or have your ears cleaned by a professional.
- Clean the dome and wax guard, and replace if they are worn.

If you are still having difficulty, please contact us at <https://otchearingaidcenters.com>

## Technical Specifications

Peak OSPL90(dB SPL)	110 dB
HFA OSPL90(dB SPL):	103 $\pm$ 4dB
Peak Gain(dB):	40 $\pm$ 5dB
HFA/FOG(dB):	33 $\pm$ 4dB
EQ Input NOISE(dB):	$\leq$ 24 dB
Battery:	Lithium
THD at 500Hz:	$\leq$ 3%
THD at 800Hz:	$\leq$ 3%
THD at 1600Hz:	$\leq$ 3%
Frequency Range(Hz):	F1 $\leq$ 250Hz, F2 $\leq$ 5000Hz
Battery Capacity(mAh):	8



Power Adapter: Input: AC 100-240V~ 50/60Hz, max 400mA, Output: DC5V-1A.

## Production Date & 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, it's 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.

## Bluetooth connection

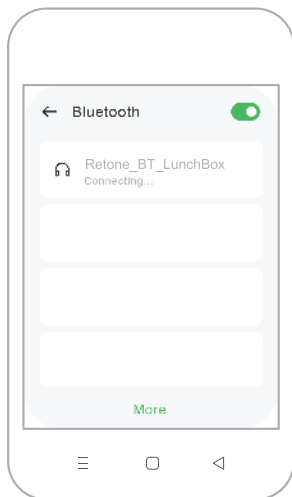
The device will auto run Bluetooth connection mode after turn-on. After connected with your phone, you can hear "connect" and the light indicator of hearing aids flashes blue. If the connection fails, hearing aid function still available.



Connect through phone settings

->Bluetooth ->Find Retone\_BT\_LaunchBox and click to connect.

After successfully connected, you can listen to the music or make phone calls.



## Streaming music

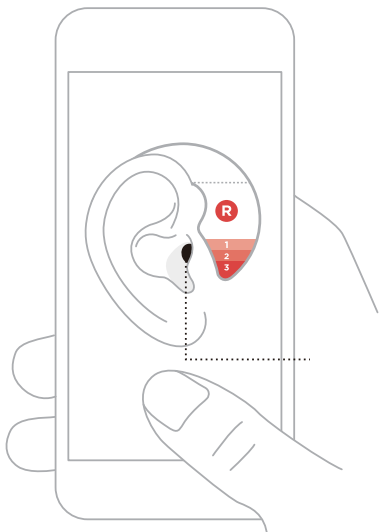
The hearing aid will stream the music from the smart phone or any music players which are Bluetooth pairing available. You can stop the music playing by click once the push button on hearing aid, while, if you want to re-play the music or control the volume of music, you need to control it via smart phone or music player.





## Streaming phone call

**The hearing aid will stream the phone call when it has been paired with your smart phone via Bluetooth. Click once the push button on hearing aid to answer the coming phone call, or click another once for rejection.**



## Additional Safety Information: Warning

- Keep small parts (Sound Amplifier, ear domes, battery or other detachable parts) out of children's reach. Dropping, immersing in liquid, exposure to strong electromagnetic fields or excessive heat will damage the Sound Amplifier. Take off Sound Amplifier before you go through any type of X-ray, MRI or CT Scan. If some parts stuck in the ear canal, seek medical assistance - do not attempt to remove by yourself.
- Do not immerse the Sound Amplifier in any liquid. Take off the Sound Amplifier before swim or bath, put Sound Amplifier on when your ears are dry after swim or bath.
- The surface of the Sound Amplifier should be kept clean, and ear wax in the ear domes should be cleaned out daily. Routine maintenance to keep the device clean is required. Ensure that the ear domes are free of debris and moisture at all times.
- When you do not use Sound Amplifier, please charge them regularly to avoid battery damage, charge them at least every 28 days.
- Do not use it at high volume for extended periods of time, which may cause hearing damage.

- If you experience any pain or strong discomfort using the devices, remove and consult a hearing care provider.
- Batteries should be properly recycled and disposed of.
- Do not set volume levels too high and wear them for an extended periods of time, which may cause further hearing damage.
- Do not share your Sound Amplifier with others. Using a Sound Amplifier configured for someone else may cause hearing damage.
- Please pay attention to any unexpected skin reaction. If you notice any allergic reaction (itchiness, swelling, or rash), stop wearing the Sound Amplifier and consult a hearing care provider.
- Do not put the Sound Amplifier close to any type of magnet or magnetized object. Sound Amplifier are delicate electronic instruments and may malfunctioned by contacting strong magnetic fields.

- Do not force open or repair the devices yourself, which may cause damage and will void the warranty.
- Do not put your Sound Amplifier in hot/humid locations. Do not leave your Sound Amplifier in the car since the temperature in a car can reach a high level which could damage the devices.
- Do not use the Sound Amplifier together with a cell phone earpiece directly - excessive noise and distortion may happen. Radio wave emissions from mobile phones can cause noise in the Sound Amplifier or result in reduced volume.
- Please contact the manufacturer/seller for assistance if needed, for setting up, guide for using, maintaining your devices or report any unexpected issues.
- If you try this device and continue to struggle with or remain concerned about your hearing, you should consult a hearing care provider.

- A Sound Amplifier will not help your hearing back to normal when you not wear it. A Sound Amplifier will not prevent or improve a hearing impairment resulting from a medical condition(s).

- For many people, the use of a Sound Amplifier may be more satisfactory with training or counseling because the device is only one part of hearing rehabilitation.

- Also, if you have hearing loss in both ears, use of Sound Amplifier for both ears (binary Sound Amplifier) may provide more benefit than just one Sound Amplifier, especially in demanding hearing situations- for example, noisy environments.

- Sound Amplifier should be sent to the fitting center for the maintenance and inspection on a regular basis to ensure they are in good conditions.

- If you feel uncomfortable with your ears during use, find suitable ear domes or consult a hearing care provider.

## ● **Instructions for safe use and maintenance of rechargeable batteries.**

- For many people, the use of a Sound Amplifier may be more satisfactory with training or counseling because the device is only one part of hearing rehabilitation.

- a. Sound Amplifier should be charged with a professionally equipped adapter or a computer USB port.

- b. Turn off the Sound Amplifier before charge them. Sufficient charging time is required in first charge (ignore the indicator light).

- c. If the Sound Amplifier are not used for a long time, they also should be charged periodically to prevent insufficient batteries.

- The Sound Amplifier should not be used close to or stacked with other equipment.

- Do not use any spare parts or accessories not provided by manufacturer or reseller.



Version: A0