User Manual

Vivtone D08

Please read this user manual thoroughly and completely before using the product.

Enjoy hearing enjoy life

Version: 052022

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I. IMPORTANT SAFETY INSTRUCTIONS

Read all the information in this instruction manual and any other literature included in the box before using the device.

1. CONTRAINDICATION

The device should not be used in the following situations:

- Patients with chronic suppurative otitis media (CSOM),congenital ear atresia, or any type of ear discharge

2. WARNINGS ⚠ Warning

- Keep small parts (hearing instrument, ear domes, battery or other detachable parts) away from children's reach, to avoid swallowed.
- Dropping, immersing in liquid, exposure to strong electromagnetic fields or excessive heat will damage the hearing aids.
- Remove devices prior to any type of X-ray, MRI, or CT scan.
- If any parts of the device stuck in the ear canal, seek medical assistance do not attempt to remove by yourself.

3. Notice ⚠ Warning

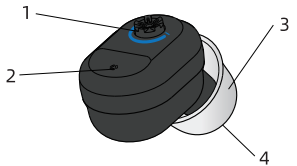
- Do not use at high volume for long periods of time to protect hearing.
- If you experience any pain or strong discomfort when using the devices, remove and consult a doctor.

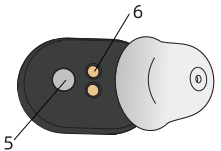
- Routine maintenance to keep the device clean is required. Ensure that ear domes are free of debris and moisture at all times.
- Avoid shaking or dropping the product.
- Do not store or use the product in environments of high humidity or temperature (such as sauna room), to avoid damage.
- Batteries should be properly recycled and not disposed in the trash.
- Keep the devices away from little children. Injury or damage may result.
- Do not set volume levels too high. Listening with high-output devices for extended periods at high volume levels can cause further hearing damage.
- Do not share your hearing aids with others. Using a hearing aid configured for someone else can result in hearing damage or injury.
- Moonitor for any unusual skin reaction. If you notice any allergic reaction (itchiness, swelling, or rash), stop wearing the hearing aids and consult a medical specialist.
- Keep the hearing aid away from magnets or objects with magnets. Your hearing aids are delicate electronic instruments and may be damaged by contact with strong magnetic fields.
- Do not attempt to open or repair the devices yourself. Damage can result and will void the warranty.

- Do not store your devices in a hot/humid locations. You should never leave your hearing aids near heating appliance or in direct sunlight.
- Don't leave the hearing aid in the car in case the temperature become too high, which will damage the device.

II . HOW TO USE YOUR DEVICE

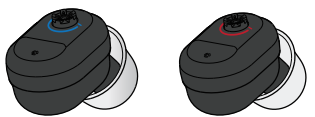
1.【HOW TO USE HEARING AID】





1. Volume control 2. Microphone 3. Earplugs
4. Speaker 5. Magnetic suction point 6. Charging Point

The devices can be worn for either ear , you can tell or not tell the left or right according to your preference.



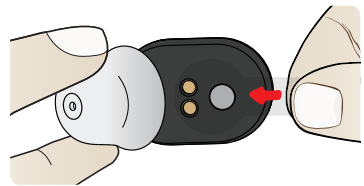
2.【QUICK GUIDE】

2.1 ON/OFF

•Power ON: Take the device out of the charging case.

• Power OFF: Put the device into the charging case.

Note: For the first use, please remove the power protection sticker from the device.

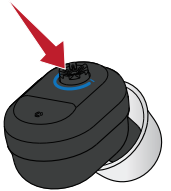


2.2 Volume Adjustment

Adjust the volume of the hearing aid through the volume adjustment knob.

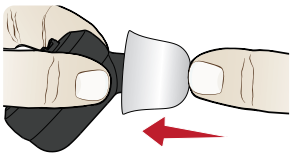
Turn clockwise to increase the volume

Decrease the volume of the hearing aid

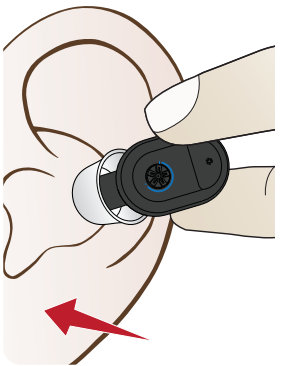


2.3 How To Wear It

1) At the time of purchase, an M size ear tip is attached.if it does not fit your ears, the sound is difficult to hear, or you hear beeping, replace the ear tips with the supplied S size or L size.



1) Pinch the hearing aid with your thumb and index finger, and place the earplug side in the ear canal, insert the hearing aid into the ear canal comfortably.



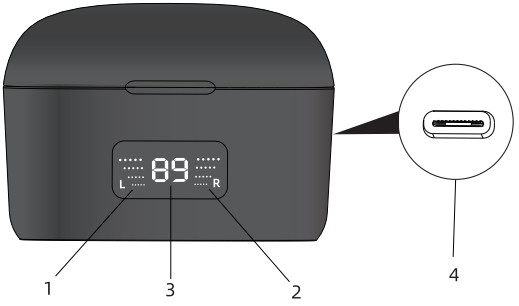
① ②

2) Rotate the hearing aid to snap it into your ear and wear it comfortably and set the volume to an appropriate level.

3.【CHARGING】

3.1 CHARGING CASE

1. Left hearing aid charging indicator
2. Right hearing aid charging indicator
3. Charging case digital battery indicator,
   The data on the charging case indicates
   the percentage of the remaining power
4. Charging case charging interface



3.2 How to charge

Charging case

1) Plug the small Type-C cable tip into the charging Case. Plug the large USB-A end into a USB-A power source such as a wall charger or your computer.
2) The digital indication represents the charging status of the charging case.

Hearing aid

1) Put the hearing aid into the charging case and it will charge automatically. When the battery is fully charged, it will automatically stop charging

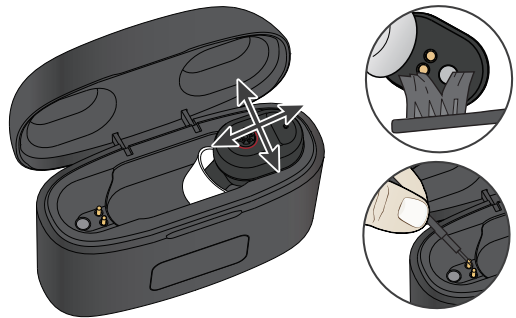
2) The green light flashes when the hearing aid is charging, and turns off automatically when fully charged.

Charging Time：≤2h

Rated Working Time：≥30h

Note:

During the use of hearing aids, it may happen that the hearing Charging case aids cannot be charged. This situation is likely to be caused by poor contact of the charging contacts, which can be solved by the following methods:

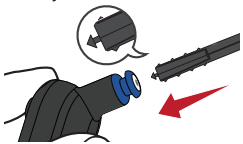


1. Put the hearing aid back into the charging case and wiggle the hearing aids left and right gently.
2. Clean the hearing aid charging contacts and the charging contacts of the charging case.

4.【REPLACE THE EARWAX GUARD】

Please replace the ear guard once every three months.
Do not reuse your ear guard once used. Do not reuse your ear guard once used because the used ear guard is likely to fall off.

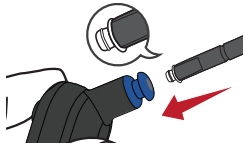
1) IInsert the "removal hook side" of the ear guard holder into the ear guard of the sound amplifier.



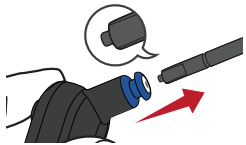
2) Pull out the earmuff bracket, the old earplugs will be pulled out along with it.

3) Rotate the ear cap holder

4) Push the new ear cup into the amplier.



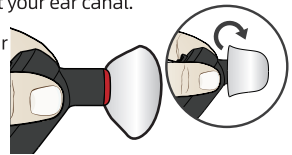
5) Pull out the ear guard holder straight out A new ear guard is installed on the sound amplifier.



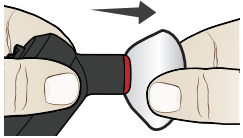
5.【HOW TO REPLACE EARPLUGS】

If the earplugs cannot fit your ear canal, there will be beep. So please choose the suitable earplugs that fit your ear canal.

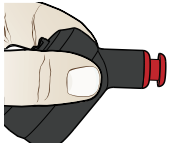
1) Turn the umbrella part of the ear tip over.



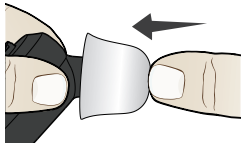
2) Hold the base and pull it off.



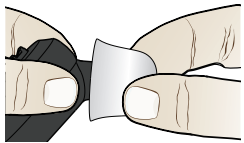
3) Hold the body with your dominant hand.



4) Hold the ear tip straight and insert it gently as far as it will go.



5) Pull the ear tip lightly is make sure it is tight enough.



V. MAINTENANCE AND CLEANING

1.【Daily maintenance】

It is important to keep your device clean and dry on a daily basis. Please wipe the device with clean and dry cloth or tissue to avoid potential damage from humidity or perspiration. It is also recommended to use drying kit.

2.【Care and maintenance】

- When not in use, store in a secure area away from small children and pets.
- Do not place hearing aids or charging case near high-temperature areas such as stoves or direct sunlight.
- Do not leave the devices in a humid place for a long time, such as bathroom.
- Keep devices away from any sharp objects which may damage microphone holes.
- Do not disassemble or repair device by yourself, otherwise your warranty would no longer valid.

3.【Cleaning】

1) Cleaning the ear tips
   Remove any earwax buildup with the enclosed tool. Wipe clean with a tissue or soft cloth.

2) Cleaning Tool

Use a soft cloth or tissue to wipe any moisture, perspiration, or debris from the surface of the tool.

Note: Do not use alcohol or other cleaning solvents to clean the hook as this could damage the protective covering.

IV. HEARING AIDS CARE

- Keep your hearing aids clean. Extreme temperatures (heat or cold), moisture, and foreign substances can result in poor performance.
- Use the cleaning brush tool or soft cloth to clean debris around the buttons, microphones, and charging contacts; check the receiver, ear tips, and charging case regularly.
- Never use water. solvents. cleaning fluids or oils to clean your hearing aids.
- Charging contacts should always be kept clean and dry.
- Always store your hearing aids in the charging case when not in use or cleaning.

Charging Case Care

- Keep your charger clean. Heat, moisture and foreign materials c an result in poor performance.

- Using the provided cleaning brush keep the charging ports clear of debris.
- Do not use water, solvents or cleaning fluids to clean the charging ports.
- Store your charger in a clean and dry location, i.e. a dresser or shelf rather than the bathroom or kitchen.

V. TROUBLESHOOTING GUIDE

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
No Sound	Volume too low	Increase volume if volume control available
	Device is not charged	Charge devices until the indicator light is flashing green(fully charged)
	Microphones are clogged	Clean out any debris from the mic holes
	Ear Domes clogged	Clean out any debris from the ear domes

Voices are low, very weak, or unclear	Low battery	Place the aids into the charging case to charge
	Ear Domes are too loose	Choose a suitable size ear dome, wear it correctly.
	Earwax in ear dome	Clean out any debris from the ear domes and receiver area with the cleaning brush
	Hearing has changed	1) Contact your physician to report any sudden decrease in hearing
		2) Put the aids device in the charging case, then remove it and turn it back on.
Hearing aids whistling in the charger	Poor contact between hearing aid and charging case	1) Put the hearing aid back into the charging case and wiggle the hearing aid left and right. 2) Remove charging point build up using the enclosed tool.
After the hearing aid is connected, the hearing aid indicator is not lit	Poor contact between hearing aid and charging case	Reinsert the hearing aid into the charging case
	Hearing aid is put in the wrong direction	Check to see if the hearing aid is reversedput in the wrong direction

Hearing aid Fault self-check list

[Fault self-check] project	Possible Causes	Solution
Hearing aid has no sound	Battery fully discharged	Connect the hearing aid to the charging case for charging
The voice is very weak and unclear	Low battery	Connect the hearing aid to the charging case for charging
	Volume setting is too low	Increase volume if volume control available
	Ear Domes are too loose	Hearing aid does not inserted correctly into ear,wear it correctly
Indicator light on hearing aid does not light up when hearing aid placed incharging inserts	Hearing aid not inserted correctly into charger	Insert hearing aid correctly into correctly into charger charger
	The charging case is dead	Connect charger to power supply
	Battery fully discharged	Wait three hours after placing hearing aid in charger, no matter if the LED is on or no

Charging case fault self-checking table

[Fault self-check] project	Possible Causes	Solution
Hearing aid indicator lights are dark or dim	The charger contacts are dirty	Clean the contacts of the hearing aid and the charger
Charging does not charge	Hearing aid not inserted correctly into charger case	Insert hearing aid correctly into charger case

VI.TECHNICAL SPECIFICATION

Max.OSPL90	≤115±3dB
HF Avg.OSPL90	104±4dB
Max gain	30±3dB
HFA Gain	28±3dB
Noise Level	≤32dB
Frequency Range	300-3500Hz
Battery Current	≤2mA
Total Distort	≤3%

VII. DO NOT USE IF ANY OF THE FOLLOWING APPLY TO YOU:

1) Congenital atresia of external ear or deformity of any part of the ear canal
2) Deafness is unstable, and the degree of hearing loss often fluctuates
3) Persistent headaches, dizziness, earaches, tinnitus or other symptoms that are not suitable for adaptation
4) Sudden onset of hearing loss within the past 3 months; rapid progressive deafness; unilateral hearing loss or other acute ear ear disease;
5) Effusion (secretions/discharge) in the ear and/or frequent purulent (pus)
6) Central deafness (central nervous system) or non-organic deafness
7) Patients with acute otitis externa and tympanitis
8) Patients with acute and chronic suppurative otitis media (in the period of purulent infection)
9) Patients who are allergic to the materials of this product

Ⅷ. MATTERS NEEDED ATTENTION, WARNING AND TIPS

1. Do not immerse the hearing aid in any liquid. Remove the hearing aid before swimming or bathing. After swimming or washing, wait for the ear canal to dry before wearing the hearing aid.
2. After removing the hearing aid at night, it should be placed in a case with a desiccant if possible, protected from light, high temperature and high humidity environment.
3. The external surfaces of the hearing aid should be kept clean, and earwax in the ear domes should be cleaned out daily
4. When you do not use hearing aids, please charge the product regularly to avoid battery damage; the recommended charging time interval of hearing aids is ≤28 days