



USER GUIDE

♪ We make hearing easier ♪

Hearing Device

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.

Safety Information

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.

Safety Information

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://www.retone-hearing.com>, or Call 1-888-463-6332. You can also download a form and send E-mail to FDA.

Get ready to start to hear everything better

GET STARTED IN 4 EASY STEPS

Step 1

Find your dome size

Step 2

Turn on device (Automatically turn on)

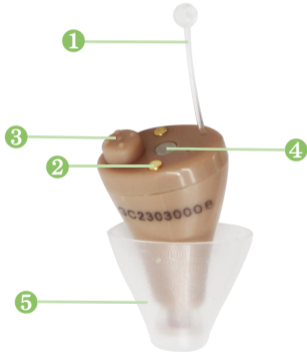
Step 3

Find the right setting

Step 4

Cleaning your device

Features



- ① Pull string
- ② Charging contacts
- ③ Volume control & Program button
- ④ Magnetic-iron
- ⑤ Dome

Find The Perfect Fit

CHOOSING THE DOME

These domes provide a much more comfortable wearing experience, which significantly reduce or even eliminate the stuffy and plugged feeling.



*Tip: Try a larger size dome if it not fits well in your ear canal.

Put On Dome

The dome is an earpiece used to help you feel more comfortable when wearing a hearing aid in your ear canal, and to protect the sound outlet from earwax intrusion.

Place the dome onto the hearing aid firmly.



Wear

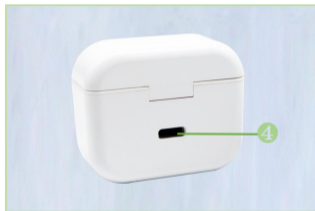
- ① Hold hearing aid with the pull string at the bottom and the push button on top, avoid touching the microphone inlet.
- ② Gently insert it into your ear canal with your finger, avoid touching the microphone inlet.



Power



- ① Hearing Aids
- ② Charging Case Indicator (LED3)



- ③ Hearing Aids Indicators (LED1 & LED2)
- ④ Type-C Port

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. Do not use other adapter or charging cable which not provided by manufacturer or reseller.

Charge The Case

Connect the charging cable with the case and the power supply.

It will take **3 hours** to fully charge the case.

*The fully charged case (with power bank function) can supply the hearing aids **6 times full charges**.



LED3 Flashing Blue Light = Case is in charging
LED3 Solid Green Light = Case fully charged

Charge Hearing Aids

Place your hearing aids into the charging case (make sure the LED indicator for charging case is on which means the charging case is working).

4 hours to fully charge the hearing aids.

Hearing aids use time: **18** hours (may vary from different using conditions)



LED Indicator Lights

Blue light: in charging

Green light: fully charged

When charging cable is connected with power on:

1): solid blue light for LED1 & LED2 if hearing aids not fully charged, they will turn to solid green light when fully charged;

2): LED3 will flash blue light if charging case not fully charged, it will turn to solid green light when fully charged.



Blue lights: devices in charging.

Green light: devices fully charged.

LED Indicator Lights

When charging cable pulled out:
LED3 will turn on and last for 15 seconds.
Solid blue light for LED1 & LED2 and will last for 15 seconds if hearing aids not fully charged; Solid green light for LED1 & LED2 and will last for 15 seconds if hearing aids fully charged.

Low battery: if the voltage of battery is lower than 3.3V, LED3 will flash blue light for 10 seconds when you open / close the charging case; devices will automatically turn off if the battery voltage is lower than 3V.



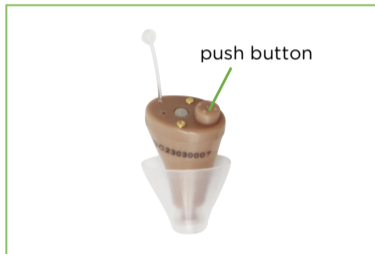
Tips For Charging

- Please avoid charging for too long to ensure longer battery life.
- Please close the lid when charging, otherwise it may not easily fully charged.
- The hearing aids contain a built-in and non-removable rechargeable battery.
- The hearing aids must being kept dry before charging.
- Make sure the charging contacts are clean and dry.
- Please charge and use the hearing aids in operating temperature range: +5°C to +40°C (41°F to 104°F).

Turn On / Turn Off

Turn on: take hearing aid out of the charging case, it will automatically turn on in 10 seconds.

Turn off: put the hearing aid into the charging case, make sure the charging contacts are well connected, it will automatically turn off.



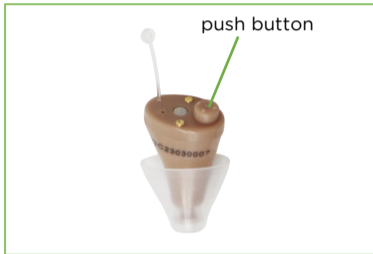
Volume Control:

Click the push button to adjust volume,
5 volume levels loop.

Program Control:

Press the button and hold for about 2 seconds and let go, to switch among 4 programs.

You will hear beeps to check which program/volume it is.



Click the push button = adjust volume
Hold and let go = switch programs

Maintenance

Replace The Dome

Replace the dome of your hearing aids every 3 months. This will help to prolong the lifetime of your hearing aids.

Cleaning Brush

Use a cleaning brush to clean and maintain your hearing aids.



Note: Clean your hands thoroughly before replacing the dome. Do not change the dome with wet or dirty hands.

Troubleshooting

Whistling

The volume is high

Lower the volume and increase it slowly

Microphone is covered

1. Avoid touching microphone when put hearing aids into your ears.
2. Do not worry, once the device fits well in your ear, lower your hands and the whistling will stop.

Troubleshooting

No Sound

Volume may be turned down	Turn up volume
Battery may be low or dead	Recharging
Hearing aids may not be turned on	Turn on hearing aids
Start up delay	Wait a few seconds for device to turn on
Dome is blocked with moisture or debris	Use cleaning tool to clean the dome

Troubleshooting

Sound Level is Too Low

Dome not inserted properly	Re-insert dome
Battery may be low or dead	Recharging
Dome is blocked	Clear the dome
Your hearing has changed	Consult a hearing care provider
You may have excessive ear wax	Consult a hearing care provider
Volume may be turned down	Turn up volume

Tech Specs

Peak OSPL90(dB SPL):	105+3dB	THD at 500Hz:	≤3%
HFA OSPL90(dB SPL):	102±4dB	THD at 800Hz:	≤3%
Peak Gain(dB):	25±4dB	THD at 1600Hz:	≤3%
HFA/FOG(dB):	20±4dB	Frequency Range(Hz):	F1≤250Hz, F2≥5000Hz
EQ Input NOISE(dB):	≤30dB		
Battery:	Lithium	Battery Capacity (mAh):	8

Additional Safety Information: Warning

- Keep small parts (hearing aids, 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 hearing aids. Take off hearing aids 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 hearing aids in any liquid. Take off the hearing aids before swim or bath, put hearing aids on when your ears are dry after swim or bath.
- The surface of the hearing aids 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 hearing aids, 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.

Additional Safety Information: Warning

- Do not share your hearing aids with others. Using a hearing aid 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 hearing aids and consult a hearing care provider.
- Do not put the hearing aids close to any type of magnet or magnetized object. Hearing aids 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 hearing aids in hot/humid locations. Do not leave your hearing aids in the car since the temperature in a car can reach a high level which could damage the devices.
- Do not use the hearing aids together with a cell phone earpiece directly - excessive noise and distortion may happen. Radio wave emissions from mobile phones can cause noise in the hearing aids 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 hearing aid will not help your hearing back to normal when you not wear it. A hearing aid will not prevent or improve a hearing impairment resulting from a medical condition(s).

Additional Safety Information: Warning

- For many people, the use of a hearing aid 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 hearing aids for both ears (binary hearing aids) may provide more benefit than just one hearing aid, especially in demanding hearing situations- for example, noisy environments.
- Hearing aids 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.**
- a. Hearing aids should be charged with a professionally equipped adapter or a computer USB port.
- b. Turn off the hearing aids before charge them. Sufficient charging time is required in first charge (ignore the indicator light).
- c. If the hearing aids are not used for a long time, they also should be charged periodically to prevent insufficient batteries.

Additional Safety Information: Warning

- The hearing aids 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.