

Welcome to Onebridge family

Know about the hearing device and accessories

1

Welcome

Dear Onebridge Customer:

Thanks a bunch for Choosing OneBridge Hearing Aids. As our valued customer, you are eligible to enjoy the free VIP care service.

The VIP Care includes:

1 Year Warranty: Enjoy peace of mind with a special one-year warranty on your hearing aids.


VIP Support Line: Call our licensed hearing professionals to if you have any questions using our hearing aids.

Tel: +1 844-890-4545

To activate your VIP care from licensed hearing professionals, please email us at : [contact@onebridge-us.com](mailto:contact@onebridge-us.com) with your order number and product model, we will activate the warranty service for you.

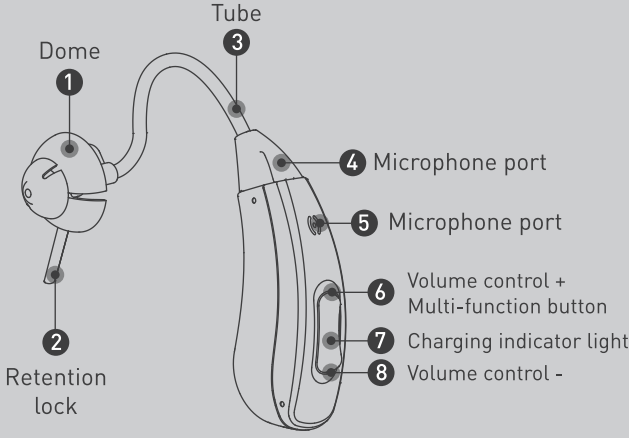
Jason Gu

CEO of Onebridge



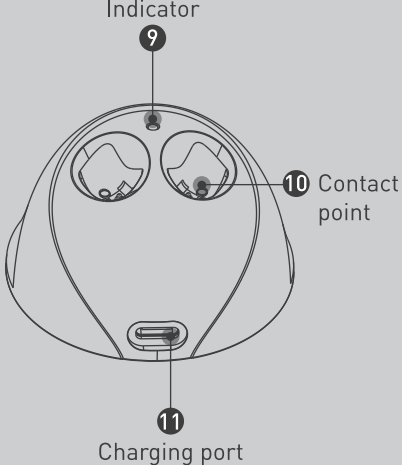
2

Hearing device



3

Charging base




How to assemble your devices

4


About the dome

Magic dome



Effectively reduce the occlusion effect and whistling sound.

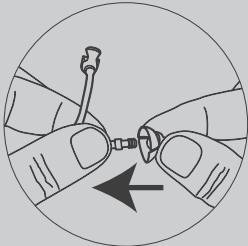
Round top dome (Power upgrade)



Effectively reduce the feedback/whistling sound.

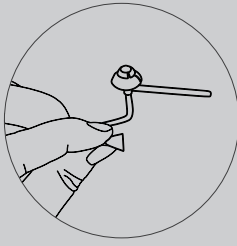
5

How to assemble



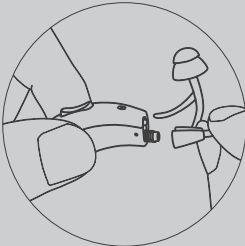
Step 1

Choose a dome




Step 2

Press firmly onto the sound tube connector



Step 3

Screw the assembled tube onto the connector of hearing device body



Step 4


Complete assembly

How to wear the devices

How to charge the devices


6

How to wear




Step 1

Insert the dome




Step 2

Place the housing over the ear



Step 3

Place the retention lock

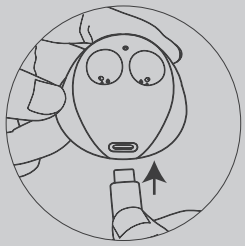


Step 4

Final fit position

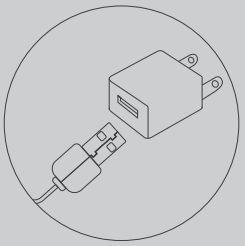
7

Charge the device with external 5V power connection



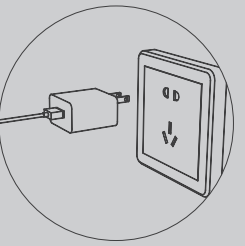
Step 1

Plug the small end of cable into charging port of charging base



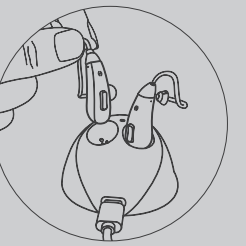
Step 2

Plug the big end of cable into adaptor



Step 3

Connect with power

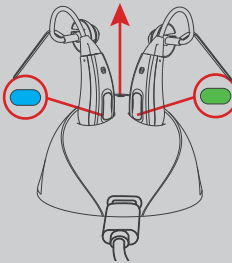


Step 4

Place the devices into charging base

How to charge the devices

Voltage status indicator



\*Solid **BLUE** light when charging.

\*\* Solid **GREEN** light when fully charged.

|                |                          |
|----------------|--------------------------|
| Charging time  | 2.5-3.5 hours            |
| Using time     | 20 hours                 |
| Charging cycle | 5 times for both devices |

**Notice:**

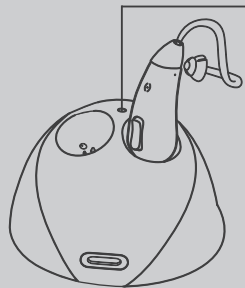
1) The indicator on the charging base will shine green or blue when normal working, if there is no light indicator means fault.

2) Always put your hearing device into the charging station when you do not use them.

3) We strongly recommend you fully charge the devices when you first time received.

8 Charge the devices without external power connection

Place the devices into charging base, the charging base will automatically start charging the devices if there is enough power.



- Blue dot:** The charging base needs recharge.
- Green dot:** The charging base has enough power to charge both hearing devices for one time.
- White circle:** Fault in the base. Please clean the charging contact on both charging case and hearing device.

How to use the devices

9 ON-OFF switch

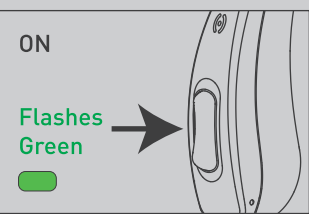
Press and HOLD the upper portion of rocker switch for 3 seconds.

The device is equipped with power-on delay function, so it needs a few seconds to get started.

When the device is turned on, it will flash green, and when it is turned off, it will flash blue.

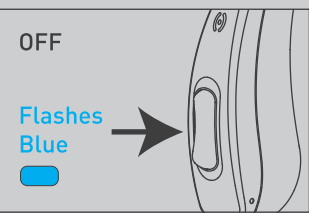
**ON**

Flashes **Green**



**OFF**

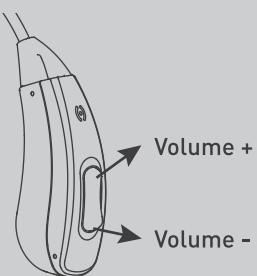
Flashes **Blue**



10 Volume control

The rocker switch is used as a volume control. Pressing the upper portion of the rocker switch increases the volume, while the lower portion decreases the volume.

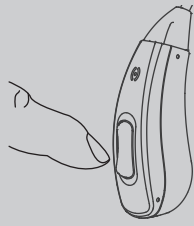
As you increase/decrease the volume, you will hear beep indicating for each sound level.



11 Memory switch

When the hearing device is turned ON, it will automatically be in program 1.

Long press the lower portion of the rocker switch to change the listening programs.



| Program   | Suitable for      | Indicator |
|-----------|-------------------|-----------|
| Program 1 | Normal            | 1 beep    |
| Program 2 | Noisy environment | 2 beeps   |

Maintenance

12 Troubleshooting

| No/ low sound amplification   |   |
|-------------------------------|---|
| POSSIBLE CAUSE                | SOLUTION  |
| Low battery                   | Recharge the device   |
| Built-up wax in the dome      | Clean the dome or replace the old dome  |
| Excessive ear wax             | Consult your physician  |
| Improper dome insertion       | Re-insert the dome  |
| Hearing device damaged        | Contact your provider   |
| Hearing change                | Contact your hearing care professional  |
| Whistling or feedback         |   |
| Dome is wrong size or damaged | Replace with new or better fitting dome   |
| Improper dome insertion       | Re-insert the dome into your ear so that it is flush with the wall of the ear canal |

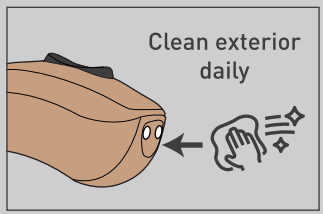
13 Care ( You should inspect and clean your hearing device every day.)

**1. Clean the exterior**

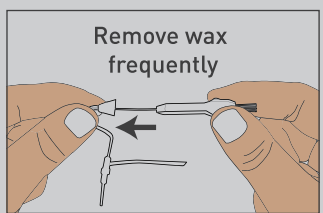
To clean, gently wipe the surface with a soft, dry cloth. Do keep the charging contact and charging port clean and dry. It is recommended to use dry box or electronic dry box for drying every day to reduce moisture and wax build-up.

**2. Clean the tube and dome**


Use brush and cloth to clean dome. Thread the cleaning tool wire through the tube connector and out of the tip. Wipe end of wire and repeat as necessary to remove moisture and debris from the tube.



Clean exterior daily



Remove wax frequently



Do not allow water or liquid to enter any openings.