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You can also scan the QR code for instant access.

Life cycle of product is three years



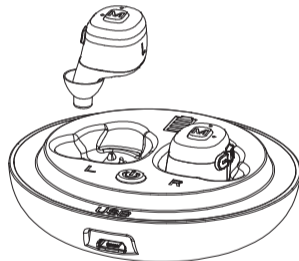
VER: W2-20210702-V01

Designed in Australia  
Made in China



HEARING AIDS 

Instruction Manual Model: JH-W2



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

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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
- Anyone under 36 months old

### 2. WARNINGS ⚠ Warning

- Keep small parts (hearing instrument, ear domes, battery or other detachable parts) that can be swallowed out of children's reach. 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 parts become 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 extended periods of time - ear injury can result.
- If you experience any pain or strong discomfort 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 shocks 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 small 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.
- Monitor 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.
- Do not touch the hearing aids to any type magnet or magnetized object. 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 appliances or in direct sunlight.

- Do not leave your hearing aids in the car as inside temperatures can reach dangerous levels which could damage the devices.

- Do not use the hearing aids together with a cell phone hearing aid directly - excessive noise and distortion may result. Instead, use via Bluetooth pairing with your cell phone. Radio wave emissions from mobile phones can cause noise in the hearing aids or result in reduced volume.

- Please contact the MANUFACTURER:

- For assistance, if needed, in setting up, using or maintaining your devices or
- To report any unexpected operation or events

Specific warnings / statements
Keep small parts away from and out of children's reach to avoid accidental ingestion
Warning not to use in explosive or oxygen-enriched atmospheres, as doing so may damage the device
Warning that it should only be used by intended person as using hearing aids designed for someone else may result in hearing damage

## II. 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 disease;
- 5) Effusion (secretions/discharge) in the ear and/or frequent purulence (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

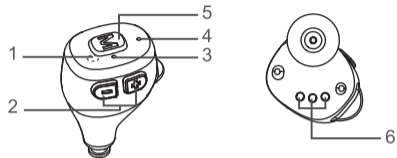


### III. Matters needing attention, warnings and tips

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. Applicable objects: Suitable for people with air-conducting hearing loss of about 30-50dB
5. 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  $\leq 28$  days

### IV. HOW TO USE YOUR DEVICE

#### 1. 【HOW TO USE HEARING AID】



1. Hearing aid charging indicator /Bluetooth indicator LED light
2. Volume Control
3. Bluetooth Microphone
4. Hearing aid Microphone
5. Multi-function button (Bluetooth switch)
6. Charging Contacts

#### 2. 【QUICK GUIDE】

##### 2.1 ON/ OFF

1. Charging Case

Single press to turn on  
Hold for 3s to turn off



## 2. Hearing Aids

Remove devices from charger case to turn on

Place back to charger case to turn off

\*For ON — devices will automatically go into Bluetooth pairing mode with lights blinking BLUE

\*For OFF — devices will automatically go into charging mode and the lights will turn solid ORANGE



ON



OFF

## 2.2 Volume Adjustment

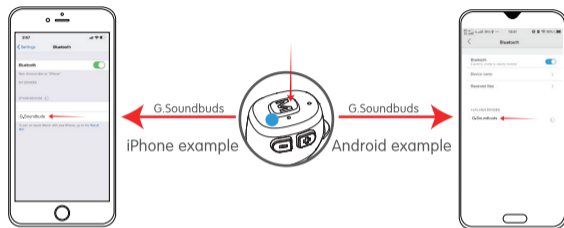
Press “+” key: to increase the volume.

Press “-” key: to decrease the volume.

When listening to music or making phone calls, the Bluetooth volume can only be controlled by phone.



## 2.3 BLUETOOTH CONNECTION

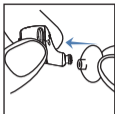


- 1) In your phone's Settings menu, go to the Bluetooth settings
- 2) Make sure Bluetooth is turned ON
- 3) Look for and select G.Soundbuds under Other Devices to pair your device to your phone.
- 4) Tap on Pair

### 3. 【HOW TO WEAR IT】

Step 1:

Choose a suitable size ear dome, install in device



Step 2:

Hold the body(hard part) ,place in the ear  
(Make sure it is in right direction like picture)



Step 3:

Move the body slightly into auricle for holding



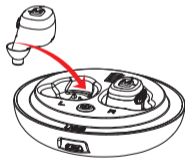
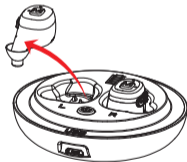
**Notice:** The hearing aid will automatically shut down when charging

### 4. 【TURN ON AND OFF】

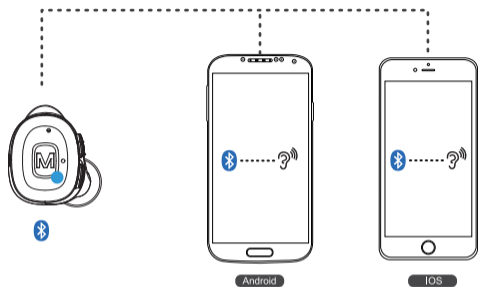
Turn ON: Remove the hearing aids from the charging case - they will turn ON automatically (indicator lights flash blue)

The hearing aids enter into hearing aid mode automatically after being turned on.

Turn OFF: Place the hearing aids back into the charging case - the lights will flash blue three times and the devices will shut off automatically and begin charging (if the case is sufficiently charged or plugged into a power source). The lights the on the devices will be solid orange (indicating charging)



## 5. 【BLUETOOTH CONNECTION】



### 5.1 To connect via Bluetooth (first time pairing):

- Remove BOTH Left and Right devices (both must be charged)- from the Charging Case
- Be sure Bluetooth is enabled on your phone. Go to the Bluetooth setting on your phone and select "Pair New Device" (wording on your particular phone may be slightly varied)
- Search for the Bluetooth identifier of your device ("G.Soundbuds") and select it to pair (connect) - this may take up to 2 minutes
- Be sure to Accept any prompts given regarding connecting the

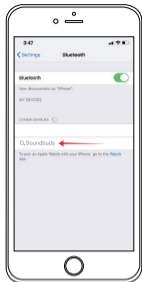
device to your phone

- After successful connection, the blue light on the device will flash once every six seconds instead of rapid blinking
- Note: the above pairing only needs to be done one time with your phone. After that, as long as your phone is nearby and Bluetooth is enabled, the hearing aids will automatically reconnect when taken out of the charging case.

### 5.2 Bluetooth Disconnect:

There are 3 ways to disconnect Bluetooth

- 1) Turn OFF the devices by returning them to the Charging Case
- 2) Long press either the "G.Soundbuds" buttons on the devices for 3 seconds (You will hear "Power Off" in your hearing aid) to turn them off. Another 3 second long press will turn them back on (You will hear "Power On" in your hearing aid)
- 3) Turn OFF Bluetooth on your phone. This will immediately disconnect your hearing aids from the phone. (You will hear "Disconnected" in your hearing aid) In this case, to reconnect, simply turn Bluetooth back on in the phone



**Note:** Bluetooth on your devices will automatically turn off if they are not connected to a phone within 30 minutes of being removed from the Charging Case

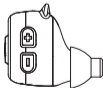
## 6. 【Volume Adjustment】

The Volume control allows you to adjust the volume

6.1. Press “+” key: to increase the volume

6.2. Press “-” key: to decrease the volume

**Note:** When listening to music or making phone calls, the Bluetooth volume can only be controlled by phone.



You can adjust the volume 11 sound level by either :  
short press “+” or “-” button

Volume state		Sound you will hear when activated
Start-up level	Hearing mode beep sound (For single beep represent mode 1, For dual beeps represent mode 2 and etc)	Beep
Minimum / maximum volume		3 beeps ("beep beep beep")
Volume up / down	Short press “+” or “-” button	Beep

### **Note:**

1.The hearing aid built in with ‘delay turn on’ function, after placing correctly in the ear canal, automatically turn on after 3 seconds delay from the ‘beep’ tone.

2.You need to perform the operation on BOTH of the devices to switch modes.

## 7. 【SMART KEY(M) BEHAVIOR】

### 7.1 Smart Key (M) Behavior

- Single click: Play/Pause the song; Answer a phone call;  
End the call
- Double click: Reject a call; change hearing modes when in hearing aid function
- Triple click: Skip forward to next song

**Note:** Bluetooth/Hearing aid functionality switching is automatic.

- The devices will switch to Bluetooth mode automatically when you are on a phone call or listening to music or watching a video
  - If you pause/stop the music or end a call, the devices will automatically enter into hearing aid functionality
  - When disconnected from the phone (Bluetooth OFF), the device will automatically enter into hearing aid functionality

## 8. 【HEARING MODE CHANGE】

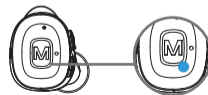
You can cycle through the 4 Hearing Mode by either: short double-press “M” or long press of either the “+” or “-” button

Hearing Mode Change	Sound you will hear when activated	Hearing Mode
1	1 beep (“beep”)	General Hearing Mode
2	2 beeps (“beep beep”)	Noise Reduction Hearing Mode
3	3 beeps (“beep beep beep”)	Indoor Hearing Mode
4	4 beeps (“beep beep beep beep”)	Outdoor Hearing Mode

**Note:** You need to perform the operation on BOTH of the devices to switch modes

## 9. 【CHARGING】

- Hearing aid: When charging, the indicator lights will glow orange. After achieving full charge, they will glow green for one minute then shut off. Press the Battery Check button to check on status if no indicator light is on.



- Charging case: The charging case will charge via the USB port on the bottom of the case. The rising bars (1 to 4) will indicate the level of charge in the case. Once charged, the case can be unplugged from power and used to recharge the hearing aids up to XX times for portability.

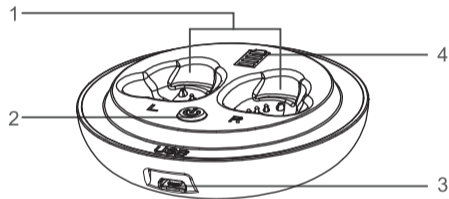


## 10. 【HOW TO USE THE CHARGING CASE】

- Plug the small micro-USB cable tip into the USB charging port of the Case. Plug the large USB-A end into a USB-A power source such as a wall charger or your computer.
- The four bar LED light on the Case will flash green while charging. Each bar represents 25% of charge capacity - so all four lights equals 100% charged. When fully charged, the four lights will be solid green.
- With the hearing aids in the Case, all charging will automatically turn off when the Case and hearing aids are fully charged. The Case will continue charging with or without the Case lid closed but it is recommended to close the lid when charging overnight to keep

out dust and moisture.

- In the morning, you can press the Battery check button once to get a quick status of charge. The lights on the Case and aids will light up briefly indicating their status.
- You can also long press the Battery check button for three seconds to stop charging the hearing aids in the case.



1. Hearing aid charging inserts with left/right indicators
2. Battery check button
3. Micro USB connection to external power supply
4. Charging case charging indicator

<span style="color: orange;">■</span> Orange Light Flashing <span style="color: green; border: 1px solid red;">■</span> Green Light Flashing <span style="color: green;">■</span> Solid Green Light			
	Indicator light battery status	Charging indicator of the charging case	Hearing aid charging indicator
Charging Case Charging	Fully Charging	<span style="color: green;">■</span> <span style="color: green;">■</span> <span style="color: green;">■</span> <span style="color: green;">■</span>	<span style="color: green;">■</span>
	75%-100%	<span style="color: green;">■</span> <span style="color: green;">■</span> <span style="color: green;">■</span> <span style="color: green; border: 1px solid red;">■</span>	<span style="color: orange; border: 1px solid blue;">■</span>
	50%-75%	<span style="color: green;">■</span> <span style="color: green;">■</span> <span style="color: green; border: 1px solid red;">■</span>	
	25%-50%	<span style="color: green;">■</span> <span style="color: green; border: 1px solid red;">■</span>	
	0%-25%	<span style="color: green; border: 1px solid red;">■</span>	

**Note:**

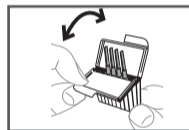
- 1.To check the remaining battery status of the charging case, press the battery check button. The indicator will show the status.
- 2.Hearing aid Low Power: You will hear the notification sound (“Please Charge”) when the hearing aid battery drops below 20%, please charge the hearing aid .
- 3.Charging case Low Power: The charging case indicator will flash orange when the charging case battery drops below 5%, please

charge the case .

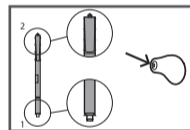
4.When the hearing aid and case is not functioning properly, please check the “troubleshooting table”. If none of the solutions work, please contact our after-sales service team.

**11. 【CHANGING THE WAX GUARD】**

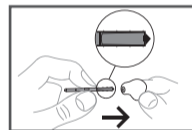
The wax guard helps to protect the hearing aid against earwax. Ask your hearing care professional about where to buy it. The wax guards not supplied by JINGHAO with your hearing aid.



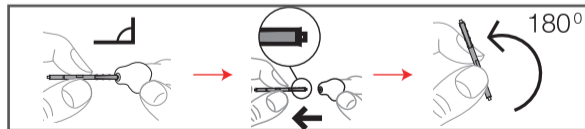
1.Open the wax guard case as illustrated.



2.Take out the earwax case baffle

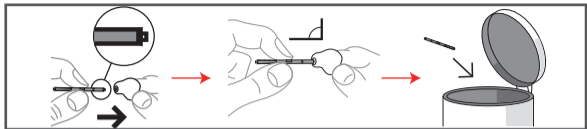


3.Hearing aid wax guard position



4. Insert the removal hook into the used wax guard., Keep the holder at a right angle. Pull the used wax guard straight out.





5. Insert the new wax guard into the opening of the sound outlet and press it gently, and pull the holder straight out.

### IMPORTANT NOTICE

1. The wax guard is a disposable product and cannot be cleaned.
2. Throw away the used wax guard.
3. If the wax guard cannot be locked on the hearing aid, please replace the new wax guard.
4. The wax guard should be kept away from children, pets and persons with intellectual disabilities.
5. In rare cases, the wax guard is accidentally left in the ear canal, please seek medical treatment and the help of a professional doctor immediately. Please do not handle it by yourself or non-professionals, this may cause serious ear damage.

## V. MAINTENANCE AND CLEANING

### 1. Daily maintenance

It is important to keep your devices clean and dry. On a daily basis, wipe them clean using a soft cloth or tissue. To avoid potential damage from excess humidity or perspiration, the use of a drying kit is also recommended.

### 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.

Take care not to poke the microphone holes with any sharp objects to avoid damage.

Do not disassemble or attempt any repairs by yourself. Doing so will void your warranty.

### 3. Cleaning

#### 1) Cleaning the ear tips

Remove any earwax buildup using 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.

## VI. 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 from around the buttons, microphones, and charging contacts; inspect 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 can 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.
- Keep lid closed as much as possible to avoid dust and debris build up.
- Store your charger in a clean and dry location, i.e. a dresser or shelf rather than the bathroom or kitchen.
- To ensure the longest life of your rechargeable hearing aids batteries and the batteries in the charger:
- Fully charge hearing aids batteries every night.

#### Service and Repair

If, for any reason, your hearing aids and charger do not operate properly, do NOT attempt to fix it yourself. Besides possibly causing further damage, you are likely to violate any applicable warranties or insurance. Should your hearing aids and charger fail or perform poorly, check the Troubleshooting Guide section for possible solutions. If problems persist, contact us for assistance.

## VII.TROUBLESHOOTING GUIDE

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
No Sound	Volume too low	Increase volume if volume control available
	Device is not charged	Place charging the hearing aid until the indicator is lighted in green color.
	Microphones are clogged	Clean out any debris from the mic holes
	Ear Domes or speaker tip are clogged	Clean out any debris from the ear domes and receiver area with the cleaning brush
Voices are low, very weak, or unclear	Low battery	Place the aids into the Charging Case for at least 1.5 hours
	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	Contact your physician to report any sudden drop in hearing
Bluetooth connection	Hearing aid cannot connect to your phone, or take a long time to connect	1) Make sure that your headphones are not connected to other devices, and that your device is not connected to other Bluetooth devices.

		2) Long press either the "M" button on the devices for 3 seconds(You will hear "Power Off" in your hearing aid) to turn them off. Turn it on again.
	Your hearing aid are connected to other phone	Turn off Bluetooth on other phone. It will immediately disconnect your hearing aid from the phone.To reconnect your phone again.
	Bluetooth connection is not stable and causes some interruptions	Try shortening the distance between your headphones and device. Avoid solid barriers in between.
Hearing aids whistling in the charger	Incorrect orientation	Ensure the USB cable is connected to the Charging Case plugged into power. The Case power status lights will flash green to indicate charging.
	Charger battery depleted	Reposition your hearing aids in their slots, ensuring the contact points are touching the charge points in the case.
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 reverse	Check to see if the hearing aid is reversed

#### Hearing aid failure self-checking table

[Fault self-check] project	Possible Causes	Solution
Hearing aid has no sound	The button time is too short to start	Long press the "volume button" for 3 seconds, restart
	Battery fully discharged	Connect the hearing aid to the charging case for charging
	Plugging out the mouth or microphone	Clean the sound port or microphone port
The voice is very weak and unclear	Low battery	Connect the hearing aid to the charging case for charging
	Volume is set too low	Increase volume if volume control available
	Ear Domes are too loose	Hearing aid not inserted correctly into ear , wear it correctly
Hearing aid plays notification sound	Indication for low battery	Charge hearing aid
Indicator light on hearing aid does not light up when hearing aid placed in charging inserts	Hearing aid not inserted correctly into charger	Insert hearing aid correctly into charger
	Charger not connected to power source	Connect charger to external power supply
	Battery fully discharged	Wait three hours after placing hearing aid in charger, regardless of LED behavior

### Charging case fault self-checking table

[Fault self-check] project	Possible Causes	Solution
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 reverse	Check to see if the hearing aid is reversed
Hearing aid indicator lights are dark or dim	Low battery	Connect USB cable to charge
	Dirty charging contacts	Clean the contacts of the hearing aid and the charger
Charging does not start	Hearing aid not inserted correctly into charger	Insert hearing aid correctly into charger

\*Note: If the problem persists, contact your hearing care professional for assistance.

## VIII. TIPS FOR BETTER COMMUNICATION

It will take practice, time, and patience for your brain to adapt to the new sounds that your hearing aids provide. Hearing is only part of how we share thoughts, ideas and feelings. Reading lips, facial expressions, and gestures can help the learning process and add to what amplification alone may miss.

Please review the following simple communication tips:

### For You

- Move closer to and look at the speaker
- Sit face-to-face in a quiet room if possible
- Try out different locations to find the optimal places to listen
- Minimize distractions
- Background noises may be frustrating at first; remember, you have not heard them for a while
- Let others know what you need; keep in mind that people cannot “see” your hearing loss
- Develop realistic expectations of what your hearing aids can and cannot do
- Better hearing with hearing aids is a learned skill combining desire, practice, and patience. You will learn and adjust, it just takes a little time. Remember to be patient with yourself.

### For Your Family and Friends

Your family and friends are also affected by your hearing loss.

### Request that they:

- Get your full attention before beginning to speak
- Look at you or sit face-to-face
- Speak clearly and at a normal rate and level; shouting can actually make understanding more difficult
- Rephrase rather than repeat the same words; different words may be easier to understand
- Minimize distractions while speaking

## IX. TECHNICAL SPECIFICATION

Model	JH-W2
Output. OSPL <sub>90</sub> Max.	≤117dB+3dB
High frequency average OSPL <sub>90</sub>	108dB±4dB
EQ Input Noise	≤29dB+3dB
Frequency Range(Not narrower than )	450Hz-4000Hz
Working Current	≤6mA
Total Harmonic Distortion	≤7%+3%
Working Volatage	d.c.3.7V

\*Notice: The above parameter index testing is on basis of FONIX8000Hearing Aid Test System;Inspection standard: IEC 60118-7 2005, 2CC coupling cavity HA-1

Item	Charging Case
Charging box Input voltage	d.c.5.0 V
Working Voltage	d.c.3.7 V
Charging box Input current	≤600mA
Charging box Output current	≤80mA
Charging box Output voltage	d.c.4.2 V

## X. Accessories List

Hearing Aids: 2      Earplug: 6  
 Cleanning Tools: 1      Manual: 1  
 USB Cable: 1

\* Optional accessories list:  
 Adapte: 1  
 Input: 100-240V~50/60Hz 0.2A  
 Output: 5V  $\overline{\text{---}}$  1A 5W

Notes:

- The device fulfills the provisions of the EC directive 93/42/EEC (Medical Device Directive) and the Harmonize Standard as IEC 60601-1, IEC 60601-2-66, IEC 60118-7, IEC 60118-13, EN ISO 10993-1/-5/-10, EN ISO 14971, and FCC CFR 47 Part 15, Subpart B, Class B

## XI. NORMALIZED SYMBOLS

	Follow operating instructions
	B type applied part
	Disposal in accordance with Directive 2002/96/EC (WEEE)
	Complies with the European Medical Device Directive (93/42/EEC and amended Directive 2007/47/EC. Notified Body is SGS Belgium.
	Manufacturer information: The manufacturer is: Huizhou Jinghao Medical Technology Co.,Ltd.
	Shanghai International Holding Corp. GmbH (Europe) Address: Eiffestrasse 80,20537 Hamburg, Germany
	Date of manufacture
	Serial number
	Warning/ Danger: Improper use might cause serious injuries.
IP21	IP code of the device: this device's grade of against ingress of solid foreign objects – the access probe of $\geq \varnothing 12.5\text{mm}$ shall not penetrate; the grade of waterproof is vertically falling drops shall have no harmful effects.

## XII. MAINTENANCE, STORAGE, AND DISPOSAL

### Maintenance

- 1) We do not authorize any institution or individual to maintain and/or repair the product. If you suspect that the products may be in question, please contact us immediately.
- 2) The user must not attempt any repairs to the device or any of its accessories. Please contact us for any repair needs.
- 3) Opening of the equipment by unauthorized agencies is not allowed and will terminate any claim to warranty. Warning: No modification of this equipment is permitted.

### Storage

- 1) Always store your devices in the Charging Case when not in use.
- 2) Do not store or expose the devices and/or case to extreme hot/cold temperatures, moist/humid environments, or shock/vibration.
- 3) Keep the devices and case in following environmental ranges: -10 C ~ 55 C , 10%-90%RH, 700-1060 hPa

### Disposal



Please dispose of the device in accordance with the directive 2002/96/EC – WEEE (Waste Electrical and Electronic Equipment). If you have any questions, please refer to your local authority responsible for waste disposal.

## XIII.WARRANTY

This limited warranty covers defects in material and workmanship for a period of two (2) years from the date of purchase, which includes the hearing devices, charger case, and cord within the warranty period.

Any damage caused by improper handling and care, exposure to elements or chemicals, or unauthorized service will not be covered by the warranty. All other damage claims excluded. A warranty claim must be submitted with the purchase receipt.



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