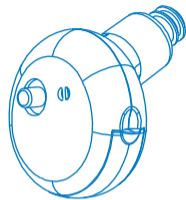


NewSound
New sound, new life



User Manual

NewSound Hearing Aid

Poco Q

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THANK YOU and WELCOME to NewSound's most innovative and reliable product, designed to enhance the quality of sounds in your everyday life!

*This user manual only applies to the **POCO Q**.
In-the-ear (ITE) hearing instrument.*

Intended use

This ITE hearing instrument is an electronic device which amplifies sounds from the surrounding environment. It will help people with mild to moderate hearing loss or those who just want to enhance their ability to hear conversations in a noisy environment. Some models are programmed with tinnitus masking function which used to suppress or mask the ringing effect for a tinnitus sufferer.








Precautions

For users with ear infection, it is suggested not to wear hearing instrument until ear normal condition restored or by following a doctor's advice. Please consult with your hearing healthcare professional first if you have any questions about your hearing or your hearing instrument.

THE MANUFACTURER RESERVES THE RIGHT TO MODIFY THE TECHNICAL SPECIFICATIONS OF THE PRODUCT WITHOUT ANY PRIOR NOTICE.

Hazard warnings and product safety

– Please read before using your hearing instrument the first time.

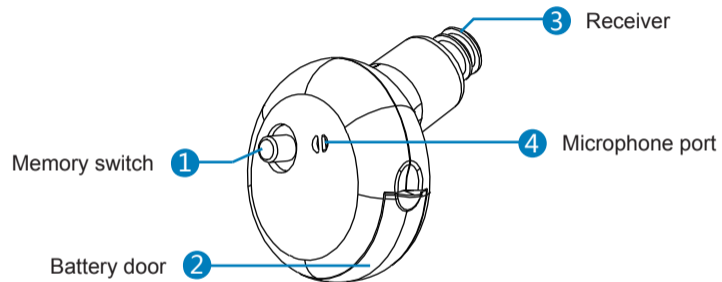
	 Hazard Warnings – relevant warning notices
	Never wear other people's hearing aid! It could permanently damage/affect your hearing.
	Avoid direct contact with force (e.g. smacking/slapping, wrestling or likewise sports) while wearing a hearing instrument, such impact could be harmful to your hearing.
	Do not wear hearing instrument in heavy industrial areas (mines, explosion sites).
	Hearing aid batteries are toxic. Keep out of reach of children and pets. If accidentally swallowed, consult physician immediately!
	If pain, skin irritation in the ear or excessive accelerated earwax, consult physician.
	In the unlikely case of the dome being stuck in your ear canal, after the removal of the sound tube from the ear, it is highly recommended, for you to see a physician for safe removal of the dome.

Features

	i Product Safety – relevant product handling and care
i	Do not drop hearing device onto a hard surface that can damage the instrument.
i	When hearing instrument is not in use, leave battery door open so moisture can evaporate. Store instrument in a safe, dry and clean place.
i	Remove battery from your hearing instrument if not use for an extended period of time to prevent dead battery from leakage/expansion that can be harmful to the instrument.
i	To obtain best performance from your hearing instrument, always use new and high-quality batteries.



Proper disposal of electronic products protects the health of people and the environment. This symbol means the hearing instrument may not be thrown away as normal daily waste. Hearing instrument should be disposed at intended electronic waste/recycle sites, or at your hearing care professional office.



Notice: Some models are programmable with a programming port.
The programming port is for hearing professional use only.

Preparation


Kit packaging included:

POCO Q device (1) Cleaning brush (1) User manual (1)
Mushroom dome set (size: S, M, L) Closed domes (size: 9mm, 15mm)
Memory foam set (size: S, M, L) Magic dome (size: 12mm)

Battery helpful tips

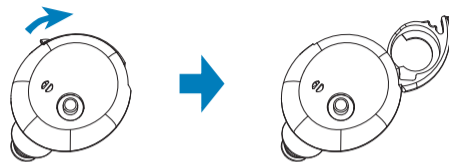
POCO Q uses a 10A battery.

IMPORTANT: Insert battery into the battery door compartment with the positive (+) side (flat side) faced up. If the battery is inserted incorrectly, the door will not close. Do not force close the battery door!

 **WARNING:** Keep batteries away from children and pets. Seek immediate medical attention if a battery is accidentally swallowed!

TURN ON - Gently insert battery and close the door. The hearing instrument has a built-in power on delay, so it will take several seconds for the device to activate its full functions.

TURN OFF - Simply keep battery door open; also helps extend battery life.

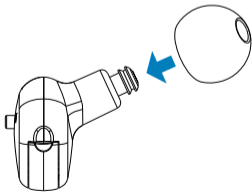


NOTE: Turn OFF instrument if not use in an extended period of time to prevent damage from battery expansion and leakage.

Complete hearing instrument assembly

Your hearing instrument consists of two basic parts: The hearing instrument housing and the dome.

Select the best fit dome size will provide the most comfortable wearing experience. Memory foam can easily be 'pinched' to make the foam thinner, more compress, for ease of fitting. The memory foam will return to its original size after fitting.

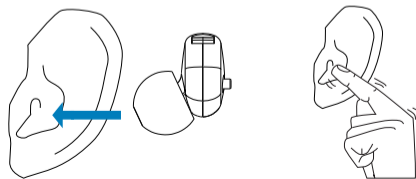


How to wear your POCO Q

Hold the POCO Q between your thumb and index finger, using the hand on the same side of your hearing instrument.

Insert the instrument canal end first into the ear canal. Gently tug on your ear lobe, with index finger, push the instrument into the best fit position.

NOTE: It is recommended, before wearing, turn ON the instrument and keep volume control at lower or at comfortable setting. Volume control at high/loud setting prior to inserting into the ear can cause feedback from the instrument and can be uncomfortable to your listening experience.



How to remove your POCO Q

1. Place thumb behind your ear lobe and gently press your ear upward to push the instrument out of the ear canal.
2. Chewing movements of the jaw will help ease the instrument move out of the ear canal.
3. Grasp the protruding instrument and remove from ear canal.

WARNING: to prevent instrument damage from misuse, NEVER attempt to remove your POCO Q by pulling on the volume control or the battery door!

Programming options

Your hearing instrument can be programmed up to 4 different listening programs. When the hearing instrument is turned on, it will automatically be in program 1.

Other preset programs are for your specific needs that can be accessed by using the memory switch. Pressing of the memory switch will change the program according to the preset sequence: 1, 2, 3 and 4.

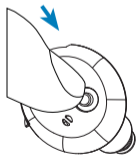
Your hearing instrument 'beeping' signal will help you identify preset programs. Example: program 1 will emit 1 beep, program 2 will emit 2 beeps, etc.

Standard/Preset Program: Factory preset programming - available ONLY in POCO Q 401 with memory switch function.

Programmable: Professional socket programming setting - available in POCO Q 400/600/800/1600.

Memory Switch: NOT available in POCO Q 400/600/800/1600.

TAP Technology: Available only in POCO Q 800/1600



Tap to switch memory

Maintenance

Standard program setting and recommended using environment:

	Program 1	Program 2	Program 3	Program 4
POCO Q201	Normal	Noisy	Outdoor	
POCO Q400	Normal			
POCO Q401	Normal	Noisy	Outdoor	
POCO Q600	Normal			
POCO Q800	Normal	Noisy	Outdoor	Telecoil
POCO Q1600	Normal	Noisy	Outdoor	Telecoil

Troubleshooting

SYMPTOM	POSSIBLE CAUSE	SOLUTIONS
No sound or low sound	Battery door not closed correctly	Reopen and close battery door properly
	Low or dead battery	Replace battery
	Volume too low	Turn volume higher/louder
	Sound outlet blocked or damaged	Clear up sound tube or contact hearing healthcare professional
	Built-in delay power ON feature	Wait a few seconds for the device to turned on
	Hearing instrument not fitted well in the ear.	Remove and reinsert the instrument
	Excessive ear wax built-up	Remove/clear wax built-up or contact your hearing care professional
Whistling, feedback	Excessive earwax in your ear	Contact your hearing care professional
	Volume too loud/high	Turn down volume
	The instrument was not fitted well in the ear	Re-adjust or re-insert the instrument

SYMPTOM	POSSIBLE CAUSE	SOLUTIONS
Sound: distorted, unclear, intermittent, too much bass, static	Low or dead battery	Replace battery
	Poor battery contact	Contact hearing healthcare professional
	Sound outlet blocked or damaged	Clean sound outlet or contact hearing healthcare professional
**Too much Bass	May need reprogramming	Contact hearing healthcare professional
**Static Noise	Too close to other electromagnetic devices/fields (such as other cell phones, speakers, etc.)	Move away from other devices/fields

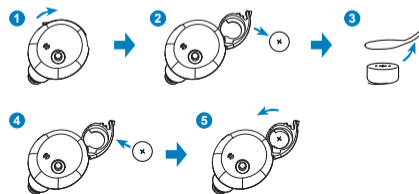
Battery replacement

When you hear one short beep - signal alerting that battery is running low/out. Low battery alert will continue intermittently until battery gets replace.

1. Switch off the hearing instrument.
2. Open the battery door and remove the old battery.
3. Remove the protective foil from the new battery.
4. Insert the new battery, and be sure the plus (+) faced up.
5. Close the battery door.

NOTE: Gentle handling - battery operation needs little effort.

There should be no resistance at closing, for door cannot close if battery is reversed.



Battery care

The sound quality may change after the first warning, this is normal and can be remedied by replacing with a fresh battery.

To prevent dead battery corrosion inside your hearing instrument ALWAYS remove the battery if your instrument is not in use for long period of time.

The performance of the hearing instrument greatly depends on the quality of the battery.

- 1) It is important to use high quality batteries since it helps prevent instrument from periodic malfunction.
- 2) Batteries shall be well kept in its original seal and package.
- 3) Never leave an old or dead battery in the hearing instrument. Leaving a dead battery inside the instrument for an extended period of time can cause battery leakage which can be damaging to the instrument.

Whistling noise helpful tips

Whistling is common in small amplifier and is known as 'feedback'. It is caused by amplified sound leaving the ear and receiving back into the microphone and being re-amplified. The following tips will help reduce the effect of feedback/whistle noise:

1. Reduce the volume.
Keep volume at lower setting before inserting the instrument in your ear.
2. Secure instrument fitted position.
Feedback/whistling noise will stop when the instrument is best fitted/sealed in the ear with the best fitted dome size.
3. Clear the ear canal of wax or debris.
Seek your hearing care provider for excessive wax built-up.
4. Replace the dome.
Select a better fitted size.

Cleaning care and precautions

Keep the hearing instrument clean and dry. Use only soft cloth to remove any body oil or moisture from the hearing instrument shell. Use provided cleaning tools to clean wax built-up. If the instrument is subject to a lot of perspiration, it is recommended, turned OFF the hearing instrument and put into a dry box at least once a week. Dry box can be bought online or any local pharmacy.



DO NOT use water, harsh chemicals, strong cleaners or other fluids to clean the hearing instrument.

DO NOT leave your hearing instrument in the direct sun or in areas where the temperature can rise over 60°C / 140°F for extended periods of time.

ALWAYS handle the hearing instrument with care; it's important to prevent hearing instrument from dropping on hard surfaces, such as counter top, table or floor.

Working condition

Temperature: -20°/60° Celsius -4°F/140°F

Air humidity: ≤85%

Air pressure: 500~ 1100 KPa

FDA information

Good health practice requires that a person with a hearing loss to have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists.

The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to a Hearing Healthcare Professional for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the healthcare provider to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial/rental or purchase-option program. Many Hearing Healthcare Professionals now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

Notice to hearing healthcare providers

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid. If the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions, then consult a physician.

- * Visible congenital or traumatic deformity of the ear.
- * Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- * History of active drainage from the ear within the previous 90 days.
- * Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1000Hz, and 2000 Hz.
- * History of sudden or rapidly progressive hearing loss within the previous 90 days.
- * Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- * Acute or chronic dizziness.
- * Pain or discomfort in the ear.

Stop Using Hearing aids and Consult a Physician if:

- * Hearing in one or both ears worsened.
- * Your ear becomes occluded with excessive ear wax.
- * Hearing does not improve while using the provided hearing aid
- * You develop an infection in your ear or ear canal.
- * Skin irritation develops in or around your ear canal.

Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. In most cases infrequent use of a hearing aid does not permit a user to attain full benefit from it. The use of hearing aid(s) is only part of hearing rehabilitation and may need to be supplemented by auditory training and instruction in lip reading.

Children with hearing loss

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation. Hearing loss may cause problems in language development, educational growth, and social growth of a child. Training and experience qualify an audiologist to assist in the evaluation and rehabilitation of a child with a hearing loss.

Service and warranty

Please ask your hearing instrument/care provider, where you purchased your hearing instrument, about the term of the product warranty and service coverage with/without warranty.

DO NOT send your instrument directly to the manufacturer for product service or replacement.



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