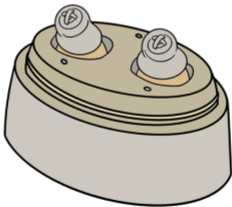


# User Manual

*C300/C320*



PLEASE READ THESE OPERATING INSTRUCTIONS BEFORE  
FIRST TIME USE TO HELP YOU GET THE BEST OUT OF YOUR HEARING DEVICE







Clear/Nature/Simple

*Hear nature, enjoy Life!*



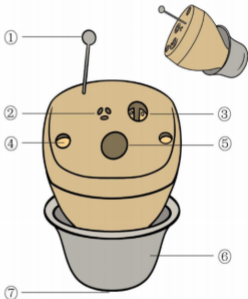
# Content

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# Features

- ① Pull string
- ② Microphone
- ③ Volume control
- ④ Charging contact
- ⑤ Magnetic switch
- ⑥ Eardome
- ⑦ Earwax guard



# Accessories

Wax guard

Type C charging cable

Volume-adjusting screwdriver

Clearing brush

⑤ Ear domes S/M/L



⑤

# Turn on/off

## Magnetic switch

Turn ON: Pick it up

Turn OFF: Put it back



**NOTES:** Please operate gently to avoid unnecessary damage.



# Charging

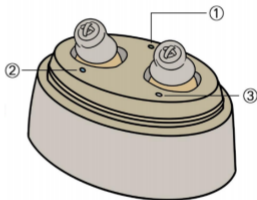
① Power light:

-Working: Green

②③ Charging light

-Charging: Blue

-Fully charged: Green

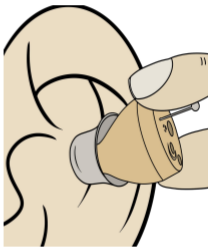


**NOTES:** It can be used continuously for around 30 hours after the hearing devices are fully charged.

# Wearing

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- Hold your hearing device with your thumb and forefinger.
- Gently insert the device into your ear canal.
- Gently push the hearing device into your ear until it feels comfortable in your canal.
- Make sure you insert the device as quickly as possible to avoid feedback.



**NOTES:** *To help wearing, you can pull the outer ear backwards and upwards with the opposite hand.*

# Adjusting Volume

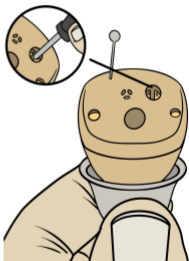
- Using the screwdriver provided to adjust the volume.
- Turn clockwise for volume up, counterclockwise for volume down



(Volume max)



(Volume min)

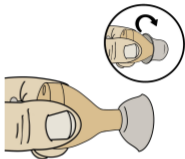


**NOTES:** *your healthcare professional may prefer to set volume control to your particular hearing requirements.*

# Changing Ear Dome

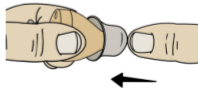
## Removing the domes

- Pinch the body of the device, turn the eardome upside down.
- pinch under the dome and wiggle slightly to pull it off the device.



## Installing the domes

- Tilt the eardome head at 45°.
- Fix the eardome on the device.
- Press the eardome head clockwise with your thumb until put it on.



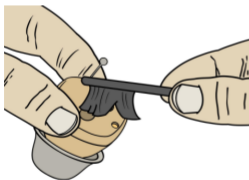
# Tech Specs

| Technical Specification   | Value  |
|---------------------------|--|
| OSPL90                    | $\leq 113\text{dB}$                            |
| HAF OSPL 90               | $106\pm 4\text{dB}$                            |
| FOG50                     | $\leq 28+5\text{dB}$                           |
| FHA Avg                   | $25\pm 4\text{dB}$                             |
| Eq.Input Noise Level      | $\leq 32\text{dB}$                             |
| Frequency Range           | $F1 \leq 500\text{Hz}$ $F2 \geq 4500\text{Hz}$ |
| THD at 500 / 800 / 1600Hz | $\leq 5\%$                                     |

# Cleaning Your Hearing Device

## Daily maintenance

After taking off the devices, clean earwax and debris from the device eardomes sound outlet and the microphone, using the provided cleaning brush.



## Weekly maintenance

Wipe charging box and hearing devices body with a soft, lint-free cloth.

## Quarterly maintenance

Replace the device domes (see P11) and the wax guards (see the instruction on attached waxguard card) every 2-3 months.

# Changing The Wax Guards

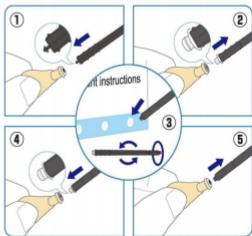
## How to remove old wax-guard

1. Plug the thin end of stick to wax guard.
2. Gently take out old wax guard.

**NOTES:** if any wax or dirt stayed inside, use the brush to remove it.

## How to install new wax-guard

3. Plug in the thick end of the stick onto a new wax guard.
4. Push it into the wax guard port.
5. Gently pull out the stick.





# Precautions for Your Hearing Device

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**1.** Moisture build up is a common cause of the hearing device failing. Preventing it from occurring will help extend the life of the device.

We recommend placing the hearing device into a “dry kit” or humidifier overnight which will help draw moisture out of the instruments overnight.

**2.** Please do not wear the hearing device when swimming or bathing. Remove the hearing device when it is raining and when showering. If the hearing device accidentally falls into the water. Do not use a hair dryer or microwave to attempt to dry it.



# Precautions for Your Hearing Device

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*(Continued from previous page)*

You can dry it with a soft, clean cotton cloth and put it in a ventilated environment or in a dry kit for a few hours. Do not expose the hearing device to extreme temperatures or allow prolonged exposure to sunlight.

**3.** The device's maximum output sound pressure level is under the product software control, which ensures the end user cannot be exposed to sound pressure levels higher than 132 dB, even in the event of device failure.



## Precautions for Your Hearing Device

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**4.** Do not wear your hearing device during X-ray, MR scans, CT scans, short-wave diathermy, or similar radiation treatments.

Please take off your hearing device before you go into high electrical fields or strong magnetic fields (such as transformer substations or power stations), and leave your hearing device outside.

# Hearing Device Safety Issues

## Operating Conditions

- Temperature 0-40 °C
- Humidity <80%
- Voltage DC 1.4V
- Input power:3.5mW
- Atmospheric pressure:86kPa~106kPa

## Transportation And Storage Conditions

- Temperature-20-50 °C
- Humidity 30%-93%

**NOTES:** *the hearing device must only be used by the intended person.*



# Common Issues & Troubleshooting Guide

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## No sound or not working

*There can be a few reasons why your hearing device may appear to be not working. The most common reasons are:*

**The volume is too low** -to increase the volume use the provided tool to turn the dial clockwise.

**Blockage** -Clear any debris or wax buildup from the eartips and microphones.



# Common Issues & Troubleshooting Guide

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## Help with whistling feedback noise

The most common reason for hearing a whistling feedback noise is that **the hearing device is not properly seated in your ear.**

Wearing your hearing device too loosely can cause whistling. Furthermore, if you have a build up of earwax, it can cause a blockage in your canal. This can interfere with your hearing device.

*Hearing device works by transmitting sound into your ear canal. If this sound has nowhere to go, it will bounce back into your hearing device, causing a whistling feedback noise.*



# Common Issues & Troubleshooting Guide

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## Tips to help alleviate whistling

- 1.** Ensure the hearing device is properly secured and fitted snugly.
- 2.** Choose a slightly larger ear dome that fits your entire ear.
- 3.** Try reducing the volume to start, and then slowly increasing the volume as needed.
- 4.** Make sure to get your ears professionally cleaned and check your hearing device for any clogged vents.



Better Hearing Better Life

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