



USER MANUAL

C5 Series

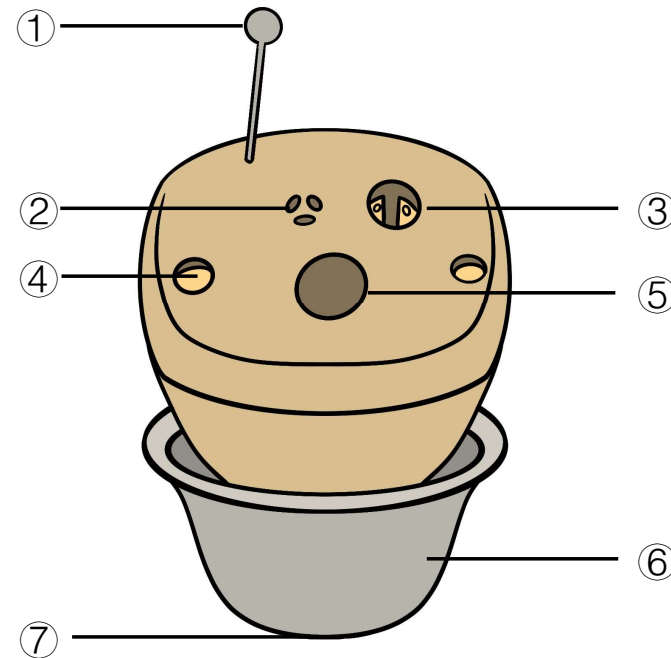
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Features

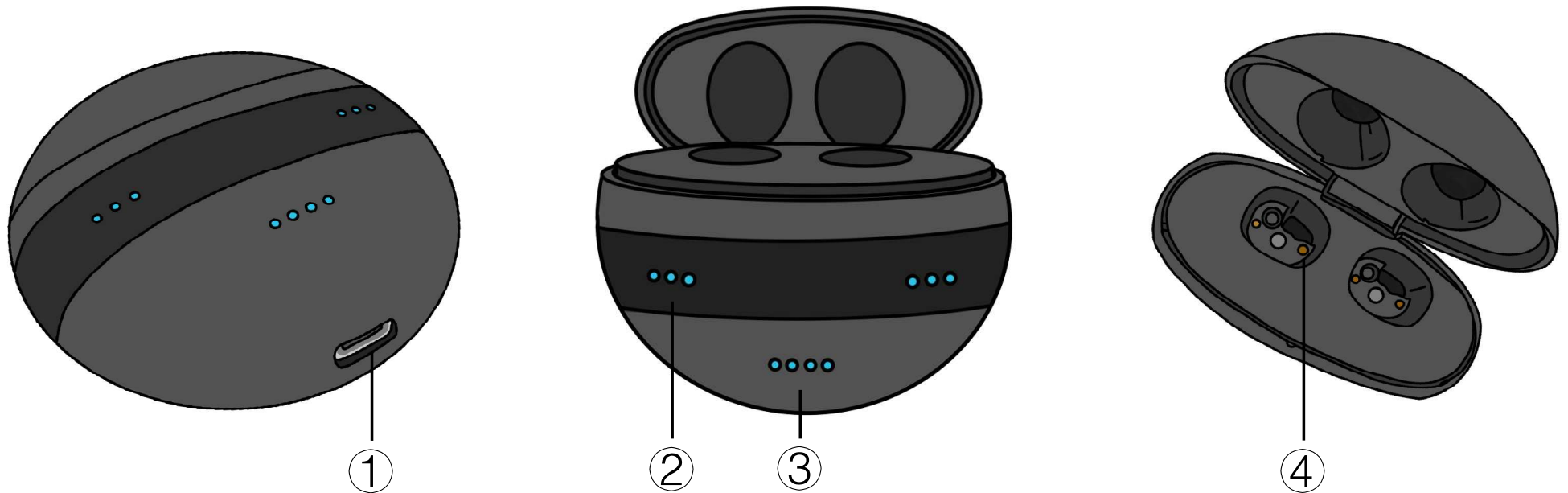
Hearing device

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



Features

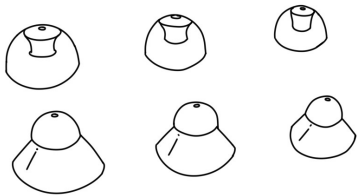
Charging box



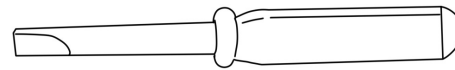
- ① Type-C charging port
- ② Device charging indicator

- ③ Box charging/power indicator
- ④ Charging contact

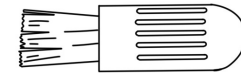
Accessories (Subject to physical packaging)



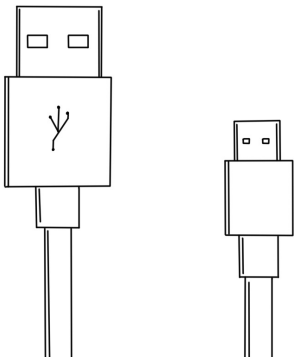
EarDomes S/M/L



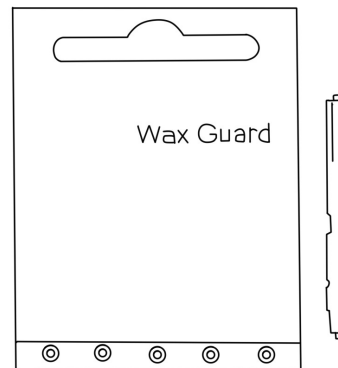
Volume-adjusting
Screwdriver



Clearing brush



Type C charging Cable



Wax guard

Turn on/off

Please remove the protective sticker on hearing devices before use.

Magnetic switch

Turn ON:

Take the device out of the charging case.

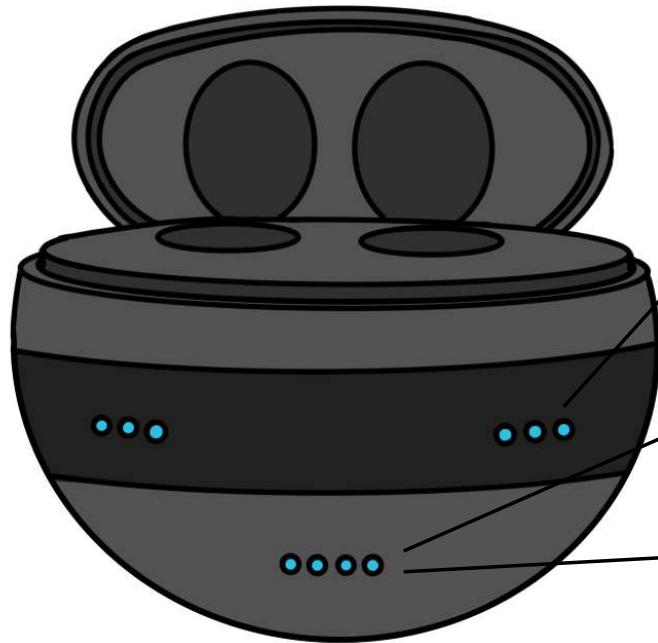
Turn OFF:

Put the device back to the charging case.



NOTES: Please operate gently to avoid unnecessary damage. When put it back, **Make sure the device and the charging case are magnetically attached correctly to turn off.**

Charging



Device charging indicator

- Flashing Blue : Charging
- Lights off : Fully charged

Box charging indicator

- Lights on/flashing : Charging

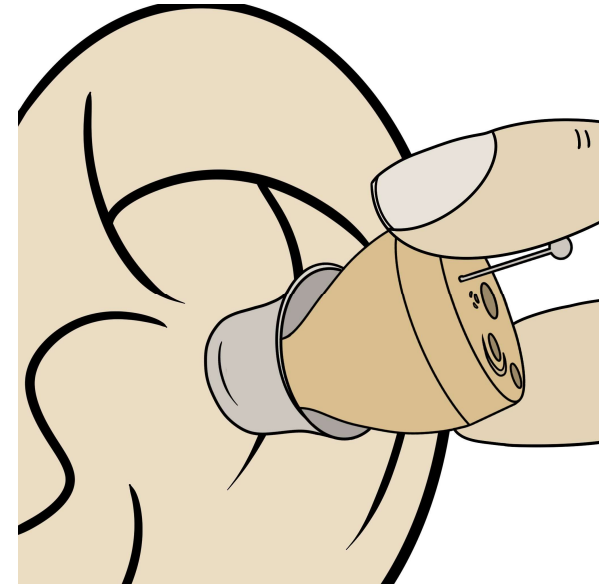
Box's power indicator

	Charging	Working
Device	1.5-2 hours	25-30 hours
Box	2-3 hours	Charging devices 4-5 times

Indicator status	Box's power
● ● ● ●	75%-100%
● ● ● ●	50%-75%
● ● ● ●	25%-50%
● ● ● ●	0-25%
● ● ● ● Flashing	Low power

Wearing

- 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.

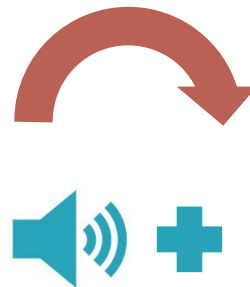
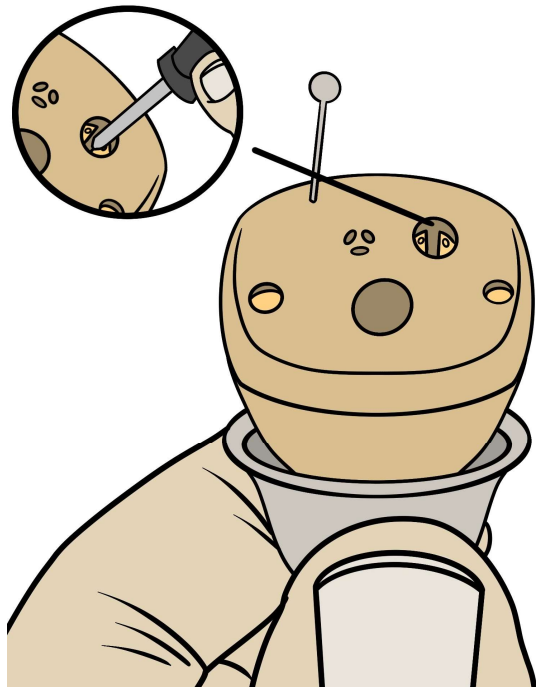


NOTES:

- 1. To help wearing, you can pull the outer ear backwards and upwards with the opposite hand.*
- 2. The device would whistle for a while until the eartip feels **secure and tight**.*

Adjusting Volume

- **Volume(8 levels)**- Using the screwdriver provided to adjust the volume.



(Volume Up)



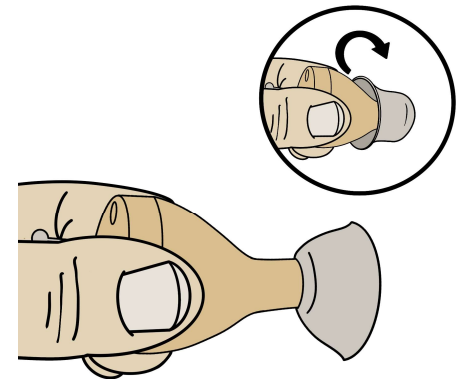
(Volume Down)

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

Replacing Ear Dome

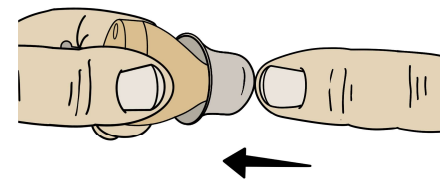
Removing the domes

- 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 it is on.



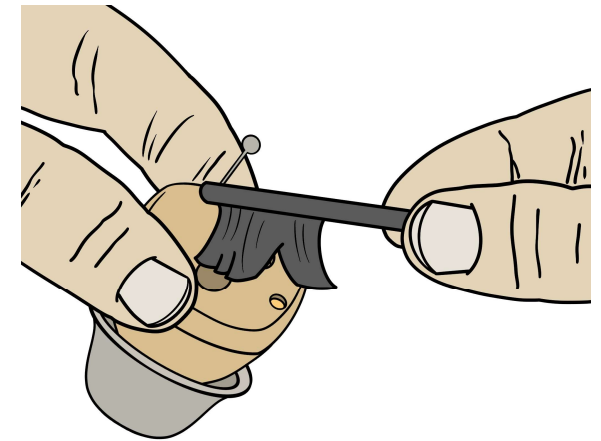
Cleaning Your Hearing Device

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 (such as charging contact etc.) with a soft, lint-free cloth.



Quarterly maintenance

Replace the device domes and the wax guards every 2-3 months.

Replacing The Wax Guards

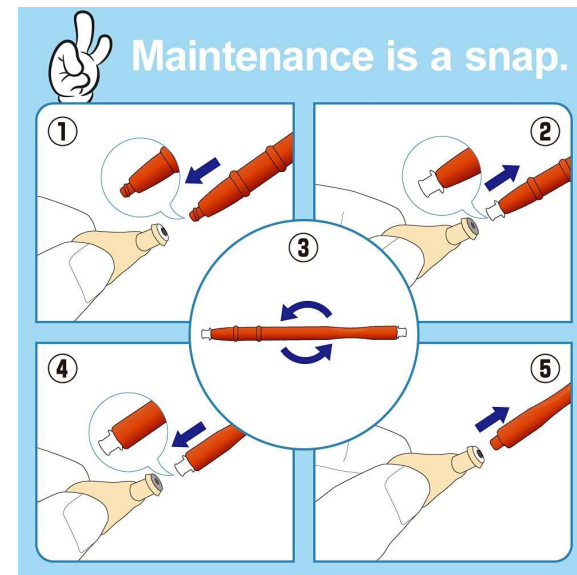
How to remove old wax-guard

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.





Maintenance And Cleaning

Care And Maintenance

- When not in use, store in a secure area away from small children and pets.
- Do not place hearing devices or charging base 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.

Cleaning

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.



Precautions for Your Hearing Device

- 1.** Keep your hearing devices clean. Extreme temperatures (heat or cold), moisture, and foreign substances can result in poor performance.
- 2.** Use the cleaning brush tool or soft cloth to clean debris from around the buttons, microphones, and charging contacts; inspect the receiver, ear dome, and charging box regularly.
- 3.** Never use water, solvents, cleaning fluids or oils to clean your hearing devices.
- 4.** Charging contacts should always be kept clean and dry.
- 5.** Always store your hearing devices in the charging box when not in use or cleaning.



Precautions for Your Hearing Device

- 6.** 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.

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

- 8.** 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.



Precautions for Your Charging Box

- 1.** Keep your charger clean. Heat, moisture and other materials can result in poor performance.
- 2.** Using the provided cleaning brush keep the charging ports clear of debris.
- 3.** Do not use water, solvents or cleaning fluids to clean the charging ports.
- 4.** Store your charger in a clean and dry location, i.e. a dresser or shelf rather than the bathroom or kitchen.

Product Parameters

Parameters

C5 series

•Max-OSPL90	110±3dB
•HAF-OSPL90	106±4dB
•FOG50	≤28±5dB
•FHA Avg	25±5dB
•Frequency Range	F1≤500Hz F2≥4500Hz
•Eq.Input Noise Level	≤32dB
•THD at	500/800/1600Hz ≤5%

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

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

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

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.

Common Issues & 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 device until the indicator is lighted in blue color
	Microphones are clogged	Clean out any debris from the mic holes
	Ear Domes clogged	Clean out any debris from the ear domes
Voices are low, very weak, or unclear	Low battery	Place the devices into the charging box to charge
	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

Common Issues & Troubleshooting Guide

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
No SoundHearing devices whistling in the charging box	Incorrect orientation	Ensure the USB cable is connected to the Charging base plugged into power. The base power status lights will blue to indicate charging.
	Charger battery depleted	Reposition your hearing devices in their slots, ensuring the contact points are touching the charge points in the box.
After the hearing device is connected, the hearing device indicator is not lit	Poor contact between hearing device and charging box	Reinsert the hearing device into the charging base
	Hearing device reverse	Check to see if the hearing device is reversed

Common Issues & Troubleshooting Guide

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
Hearing device has no sound	Battery fully discharged	Connect the hearing device to the charging base for charging
The voice is very weak and unclear	Low battery	Connect the hearing device to the charging base for charging
	Volume is set too low	Increase volume if volume control available
	Ear Domes are too loose	Hearing device not inserted correctly into ear, wear it correctly
Hearing device plays notification sound	Indication for low battery	Charge hearing device

Common Issues & Troubleshooting Guide

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
Hearing device plays notification sound	Indication for low battery	Charge hearing device
Indicator light on hearing device does not light up when hearing device placed in charging box	Hearing device not inserted correctly into charging box	Insert hearing device correctly into charging box
	Charger not connected to power source	Connect charger to external power supply
	Battery fully discharged	Wait three hours after placing hearing device in charging box, regardless of LED behavior

Common Issues & Troubleshooting Guide

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
After the hearing device is connected, the hearing device charging indicator is not lit	Poor contact between hearing device and charging box	Reinsert the hearing device into the charging box
	Hearing device reverse	Check to see if the hearing device is reversed
Hearing device indicator lights are dark or dim	Dirty charging contacts	Clean the contacts of the hearing device and the charging box
Charging does not start	Hearing device not inserted correctly into charging box	Insert hearing device correctly into charging box

HEARING BETTER ENJOY LIFE