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# USER GUIDE

Hearing innovations-Living innovations



# CONTENTS

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# Cello Diagram



# Quick Start Guide

If you have a pair, first identify the left and right hearing aid.

- Choose a tip that suits the size of your ear canal and align the tip to the tubing.



To identify left/right Cello: Hold Cello with controls facing you and tubing/tip facing your ear canal.

Note: This hearing aid has markings on the tubing tail. Blue marking for left hearing aid. Red marking for right hearing aid.

# Charging

## 1. Charge the charging box:

Connect the charging cable to the charging box, and then plug it into the USB charging port. During the charging process, the indicator light flashes green. After fully charged, the blue light is always on. It takes about 2 hours to fully charge the charging case.



## 2. Charge the cello:

Put the cello into the charging box, and the cello will automatically start charging. During the charging process, the indicator light will turn white. After fully charged, the white light goes out. It takes about 2 hours to fully charge the cello.



The charging box is fully charged and can charge the cello  $\geq 5$  times. After each cello is fully charged, it can be used for  $\geq 35$  hours.



## Power On/Off

There is no power on/off function on Cello. You need to place into the charging case to turn your Cello off.

### OFF:

When Cello is placed well in the base, it will turn off automatically.



### ON

When Cello leaves the base, it will turn on automatically and start work.



Note: When Cello leaves the charging case, 3 indication sounds will be heard and the program is set at P1 as default.



# Volume Control

This hearing aid has rocker switches to control volume.

- To raise volume, please press the front-end button.  
Three beeps indicate the maximum volume.



- To reduce volume, please press the back-end button.  
Three beeps indicate the minimum volume.



Kind reminder: Before wearing Cello, please turn down the volume to the lowest level in order to avoid a sudden blast of sound which may cause discomfort to your ears.

## Low Battery Warning

Cello has low battery warning function. When the battery becomes too low, you will hear a soft beep indicating that Cello needs to be recharged.

The low battery warning will repeat itself every 5-10 minutes until Cello is powered off.

Reminder: Blue lights on Charging Case for each Cello will turn on when charging. If the blue light does not turn on move the cello around in the charger until light turns on. If light will not turn on remove Cello and clean charging area in charging case with cleaning tool brush and clean charging contacts on bottom of Cello with cleaning tool brush to remove any buildup. Place back in charger and blue light should turn on. If blue light does not turn on contact customer support.

Kind reminder: Cello has volume memory function. When being charged, Cello will reset to the previous volume.

# Program Selection

Cello has 3 pre-programmed functions which can be accessed by pressing the control button.

Program One: Quiet Program 2: Noise 1 Program 3: Noise 2

**Long press the upper button for 2-3 seconds each time.**

One beep indicates that the program is switched to P1.

Two beeps indicate that the program is switched to P2.

Three beeps indicate that the program is switched to P3.



**Long press the lower button for 2-3 seconds each time**

One beep indicates that the program is switched to P1.

Two beeps indicate that the program is switched to P2.

Three beeps indicate that the program is switched to P3.



Experiment with these programs to find which one works best for you.

	<b>BEEP</b>	<b>Suitable place</b>
<b>Quiet</b>	<b>1 beep</b>	Watching TV and chatting with family at home
<b>Noisy 1</b>	<b>2 beeps</b>	Louder Indoor public place, shopping mall, store.
<b>Noisy 2</b>	<b>3 beeps</b>	In a noisy environment like restaurant, public place with many people talking.

P1 is the default program. When Cello is turned on, it will reset to P1.

## Place On Ear

Prevent tip from coming off in ear. Always make sure the tip is pushed all the way on tubing before inserting in ear.

- a) Hold thin tubing with your fingers and softly insert tip into your ear canal.
- b) Place Cello body behind your ear. The curve of thin tubing should rest on top of your ear comfortably.
- c) Tuck Stabilizer Bar in the outer bowl of ear. It can be trimmed with scissors to fit the inside of your ear. Trim a small amount and test, then trim more and test. Do not trim to much at once.



## Take Cello Out

Gently pull Stabilizer Bar out of your ear and then take out your Cello.

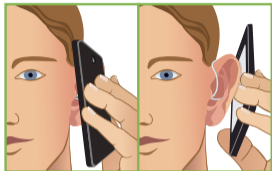


NOTE: Clean any debris or wax from Cello before placing into charging base. Daily cleaning of Cello with a tissue or cloth will ensure no buildup of wax or debris.

**DO NOT USE LIQUID CLEANERS ON CELLO.**

## Using the Phone

If whistling occurs while using the phone, try different positions with the phone's audio output and Cello's microphone until you find what works best for you. Or use phone on speaker phone for best results.



# Care & Cleaning

## Daily cleaning:

Use cleaning tool brush to remove debris from tip, microphones and buttons.



Tip



Microphone

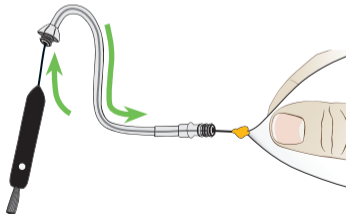


Button

## Regular cleaning:

Use cleaning tool wire to remove debris from tubing.

- Detach tubing(see page 16)
- Thread the wire through tubing base and out of tip.
- Wipe end of wire clean and repeat as necessary.
- Reattach tubing to Cello Body.





# Ear Tip Dome Installation

Try both types of domes and see which one you like best.

a) Closed domes are more suitable for customers with relatively severe hearing loss. Open domes are more suitable for customers with slight hearing loss, they allow more outside sound into ear.



b) Remove tip: Hold tubing with one hand and use another hand to pull tip off.



c) Replace tip: Align tubing with the new tip and push the tip over the ridges on end of tubing.



Please replace tubing/tip every 3 months to have the optimal performance.

# Replacing Tubing

1. Remove tubing: Rotate tubing base counter-clockwise like a bottle cap, or hold tubing base firm and twist Cello body clockwise to detach.



2. Connect tubing: Gently turn tubing clockwise and attach it to Cello body, or twist Cello body counter-clockwise into tubing.



Note: When replacing tubing, please hold the tubing base instead of the tubing itself to avoid tubing break.

## Tips for Optimal Performance:

- Avoid physical shock such as dropping it on the floor.
- Store in a cool dry place.
- Do not let your Cello get wet. If it gets wet, remove and dry it with a tissue, allow to completely dry before placing in charger.
- Do not use hair spray or a hair dryer while wearing your Cello.
- Do not expose your Cello to excess moisture or heat.



## Sound is distorted or intermittent.

- Trapped moisture may distort the sound. Consider using a hearing aid dehumidifier overnight, if you live in a humid environment. you can purchase one online.
- Lower the volume.
- Put it into the Charging Case to recharge.
- Make sure the thin tubing is screwed tightly with the tubing base.
- Remove tubing from Cello Body and adjust the volume to the maximum level.
- If it whistles, your Cello is working and debris may be blocking the sound.
- Clean tubing/tip. Replace tubing/tip if they appear worn.

For optimal performance, tubing and tips should be cleaned every three (3) months. Contact customer support for replacement parts.

## Device makes a whistling sound.

- Whistling (feedback) occurs when amplified sound returns to the microphones and is re-amplified.
- Most hearing aids whistle when not inserted properly. Reinsert the tip in to ear canal so it fits better.
- Make sure the thin tubing is screwed tightly with the tubing base. Poor connection can cause whistling.
- Make sure the thin tubing is screwed tightly with the tubing base.
- Lower the volume
- If whistling occurs when raising the volume, you might need more noise isolation and could try our closed domes.
- Clean tubing/tip and replace tubing/tip if they appear worn.

## Device has a weak sound or no sound

- Trapped moisture may distort the sound. Consider using a hearing aid dehumidifier overnight.
- Make sure the battery is fully charged and Cello is on.
- Placing Cello into the charging case to recharge.
- Make sure the thin tubing is screwed tightly with the tubing base.
- Remove tubing from Cello body and adjust volume to the maximum level.
- If it whistles, your Cello is working and debris may be blocking the sound.
- Clean tubing/tip and replace tubing/tip if they appear worn.



listen to life

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