



# USER MANUAL

R4/R7 Series





# Contents

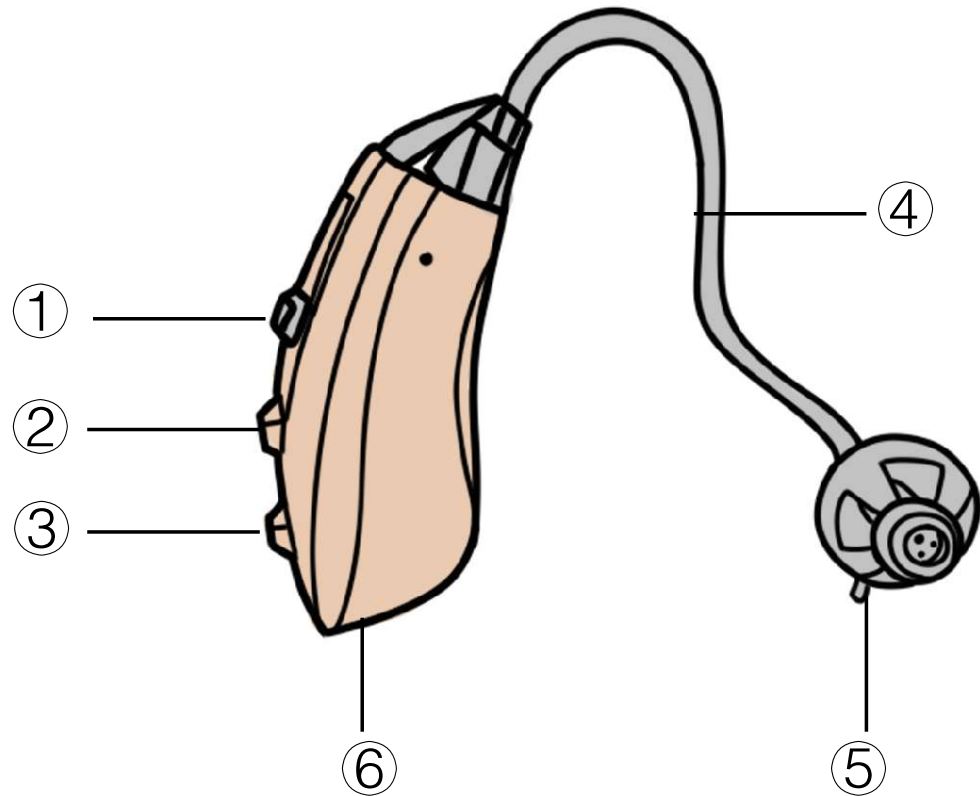
---

1. Features	4
2. Turn on/off	6
3. Charging	8
4. Wearing	10
5. Adjusting Volume/Switch Programs	11
6. Replacing Ear Dome	13
7. Replacing The sound tube	14
8. Maintenance And Cleaning	15
9. Precautions for Your Hearing Device	16
10. Precautions for Your Charging Box	18
11. Product Parameters	19
12. Hearing Device Safety Issues	20
13. Common Issues Troubleshooting Guide	21

# Features

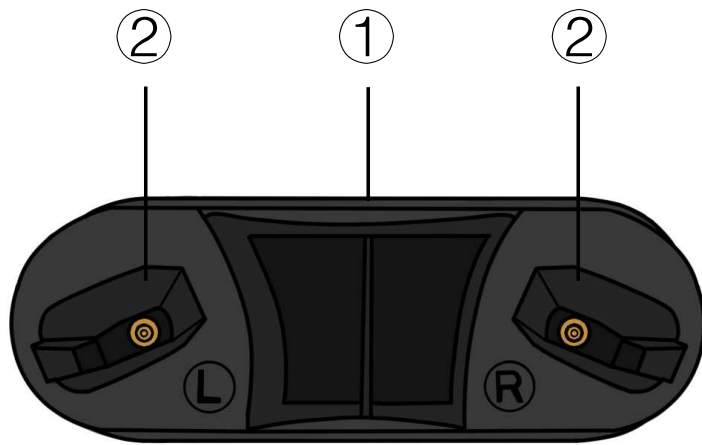
## Hearing device

- ① Multifunction Button
- ② Volume +
- ③ Volume -
- ④ Acoustic Tube
- ⑤ Eardome
- ⑥ Charging Contacts

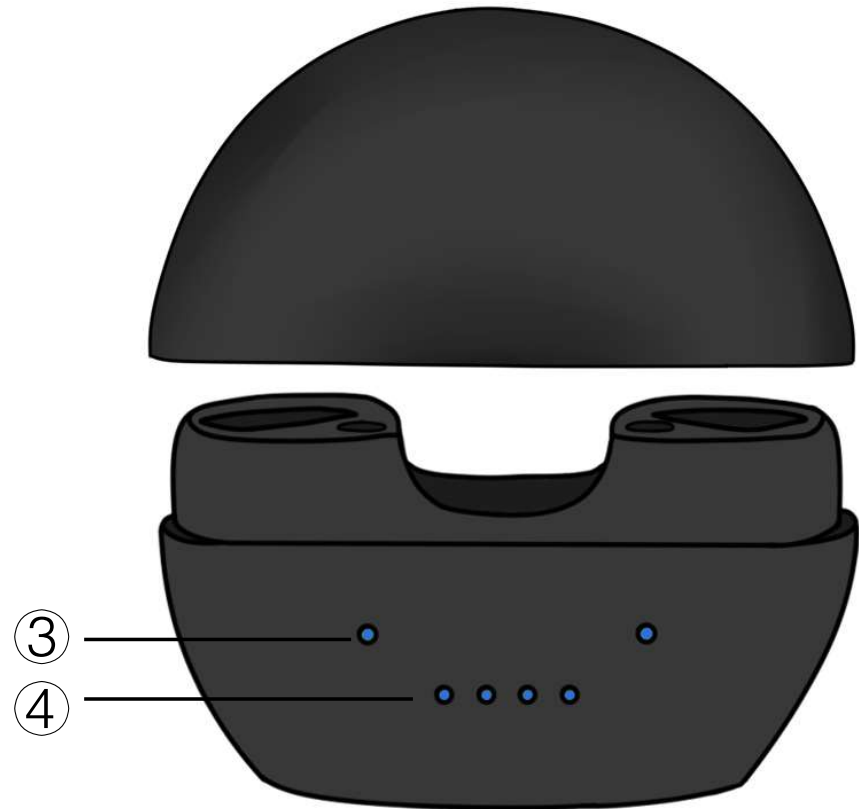


# Features

## Charging box



- ① Type-C charging port
- ② Charging contact



- ③ Device charging indicator
- ④ Box charging/power indicator

# Turn on/off

## R4 series

### Turn ON:

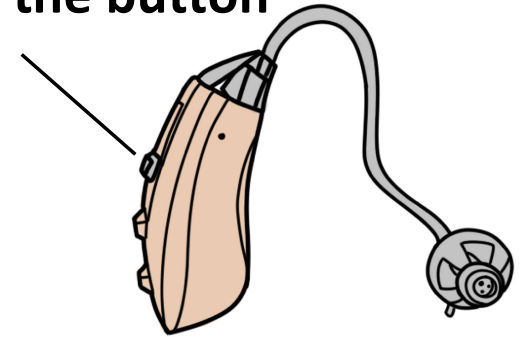
Long press the multifunction button for 3s.  
You will hear 3 beeps.

### Turn OFF:

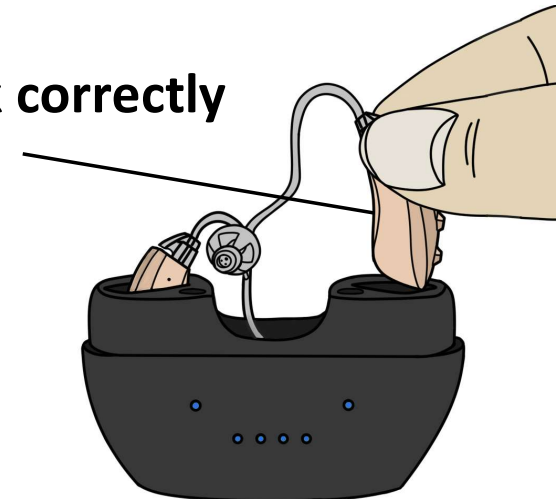
**Method 1:** Put the device back to the charging case. Make sure the charging contacts attached correctly to turn off.

**Method 2:** Long press the multifunction button for 3s. You will hear 3 beeps.

Long press the button



Put it back correctly



# Turn on/off

## R7 series

## Magnetic switch

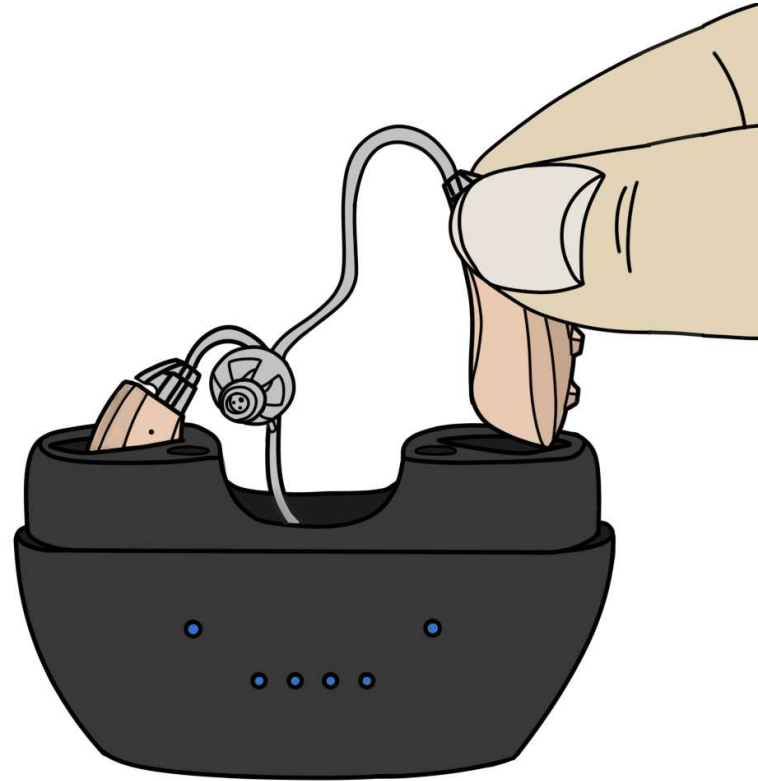
### Turn ON:

Take the device out of the charging case.

You will hear 5 beeps.

### Turn OFF:

Put the device back to the charging case.



**NOTES:** Please remove the protective sticker on hearing devices before use. When put it back, **Make sure the device and the charging case are magnetically attached correctly to turn off.**

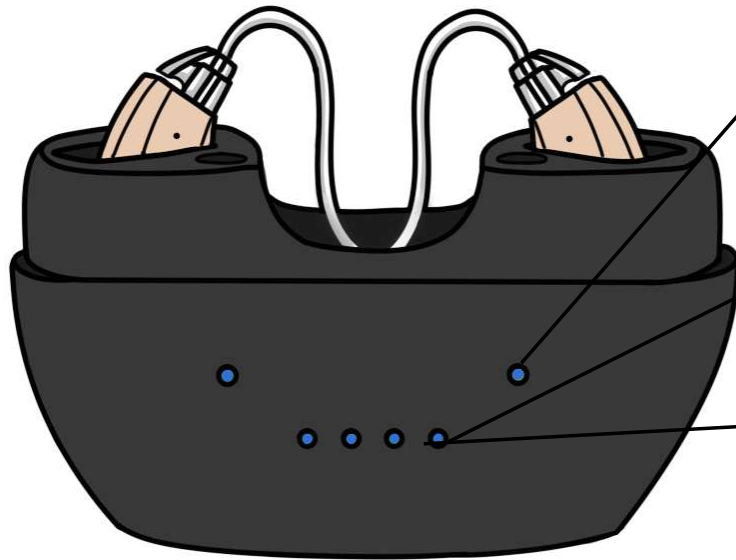


# Charging

- 1.** Plug the small Type-C cable tip into the charging Base. Plug the large USB-A end into a USB-A power source such as a wall charger or your computer.
- 2.** Put the hearing devices in the charging box. Make sure the device and the charging box are magnetically attached correctly.
- 3.** Charging box: When charging devices, the indicator lights will glow blue, while the amounts of lights indicate the power of charging box.



# Charging



## Device charging indicator

- Blue light : Charging
- Lights off : Fully charged

## Box charging indicator

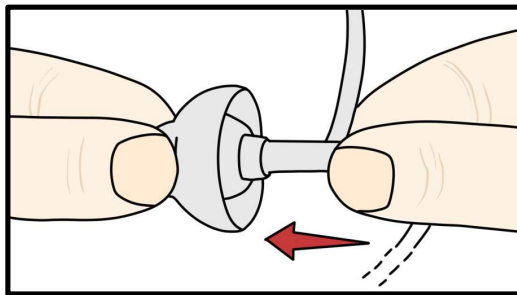
- Blue lights on/flashing : Charging

## Box's power indicator

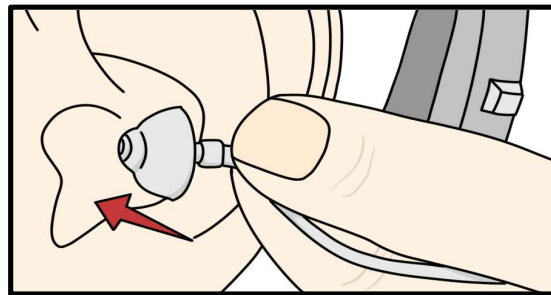
	Charging	Working
<b>Device</b>	2-3 hours	20-25 hours
<b>Box</b>	2-3 hours	Charging devices 4-5 times

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

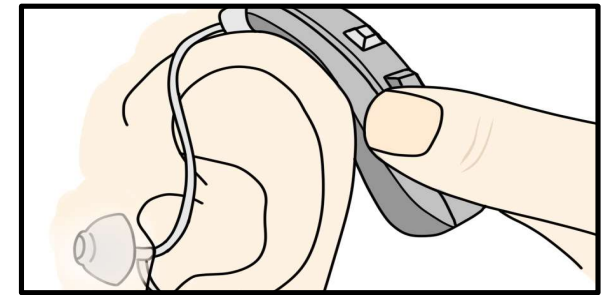
# Wearing



①

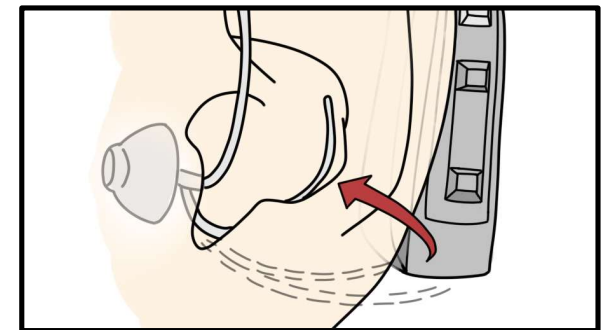


②



③

1. Choose a suitable size ear dome, install in sound tube tail.
2. Gently insert the ear dome into your ear canal.
3. Place the device behind the ear. The curve of the sound tube should fit comfortably on top of your ear.
4. Put the stabilizer bar into the outer bowl of the ear.



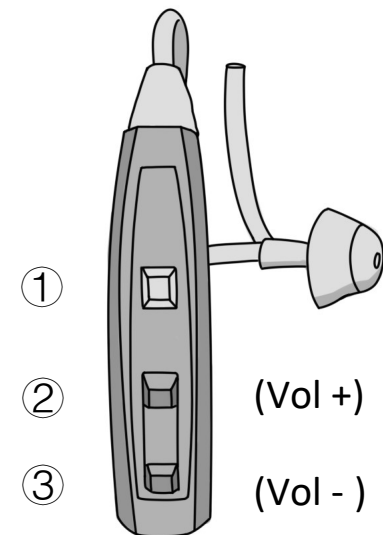
④

# Adjusting Volume/Switch Programs

## R4 series

- **Volume(10 levels)**- short press the button ②/③ , Volume changes as:1,2,3...10,1,2...10.
- **Programs(2 modes)**- short press the button ① to switch programs.

Vol/Modes	Operation	Prompt Tone
Volume +/-	press ②/③	Beep
Volume Max/Min		Beep, beep
General Hearing Mode	press ①	Beep
Noise Reduction Mode	press ①	Beep, beep

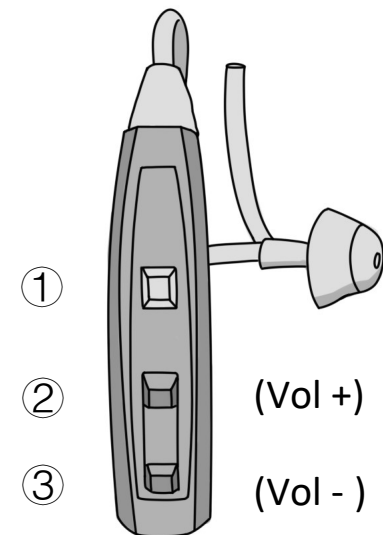


# Adjusting Volume/Switch Programs

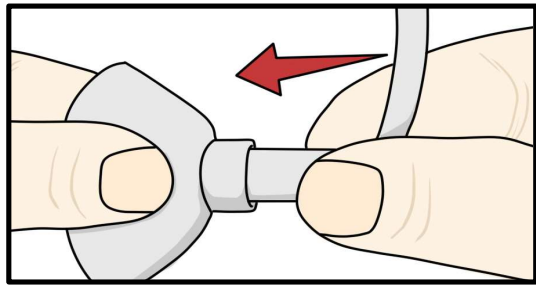
## R7 series

- **Volume(8 levels)**- short press the button ②/③ , Volume changes as:1,2,3...8,1,2...8.
- **Programs(3 modes)**- short press the button ① to switch programs.

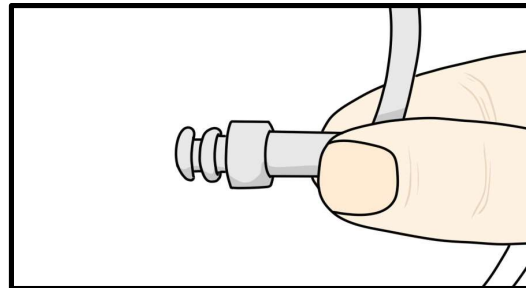
Vol/Modes	Operation	Prompt Tone
Volume +/-	press ②/③	Beep
Volume Max/Min		Beep, beep
General Hearing Mode	press ①	Beep
Noise Reduction Mode	press ①	Beep, beep
Outdoor Hearing Mode	press ①	Beep, beep, beep



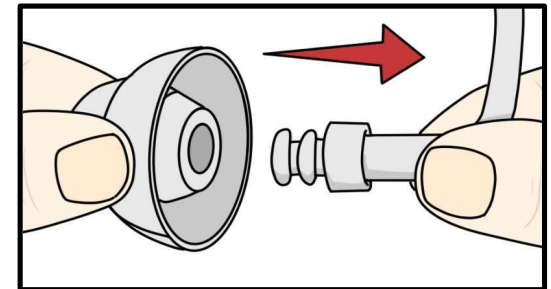
# Replacing The Ear Dome



①

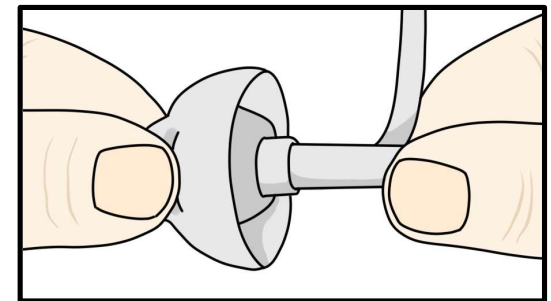


②



③

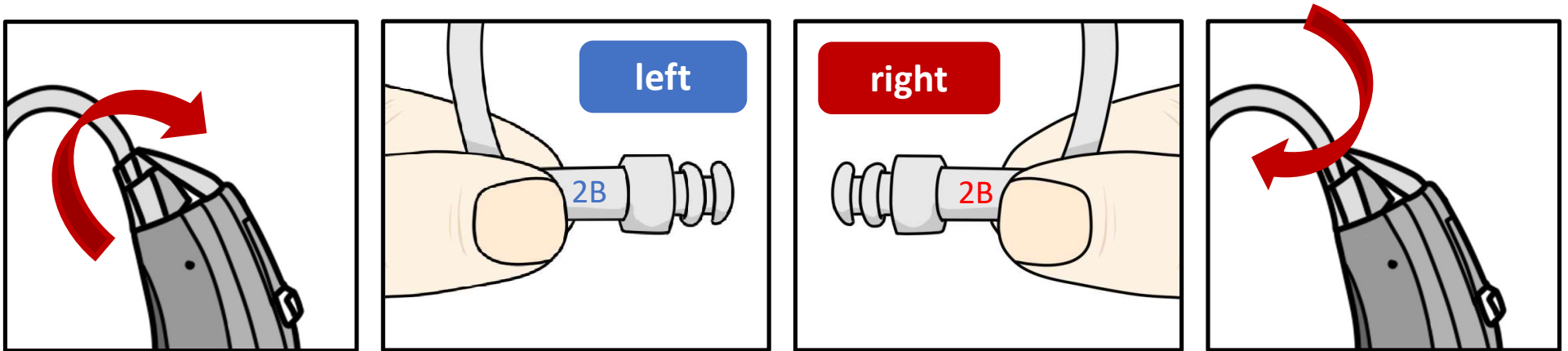
1. Turn the edge parts over. Hold the base part and pull it off.
2. Hold the Sound tube with your hand.
3. Insert the ear dome straight and insert it gently.
4. Try to pull the earplug lightly to make sure that it will not come off.



④

**NOTES:** If the ear dome cannot fit your ear canal, there will be beeps. So please choose the suitable ear domes that fit your ear cannal.

# Replacing The sound tube



1. Remove the sound guide by rotating the bottom of the sound tube counterclockwise.
2. Choose the required sound tube. Blue for the left and red for the right.
3. Turn the bottom of the sound tube clockwise to connect the sound tube to the device.



# 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	R4 series	R7 series
•Max-OSPL90	$\leq 123\text{dB}$	$\leq 113\text{dB}$
•HAF-OSPL90	$108 \pm 4\text{dB}$	$104 \pm 4\text{dB}$
•FOG50	$\leq 50\text{dB}$	$\leq 50\text{dB}$
•FHA Avg	$35 \pm 5\text{dB}$	$40 \pm 4\text{dB}$
•Frequency Range	$F1 \leq 500\text{Hz}$ $F2 \geq 3500\text{Hz}$	$F1 \leq 350\text{Hz}$ $F2 \geq 4000\text{Hz}$
•Eq.Input Noise Level	$\leq 32\text{dB}$	$\leq 32\text{dB}$
•THD at	$500/800/1600\text{Hz} \leq 3\%$	$500/800/1600\text{Hz} \leq 3\%$

---



# 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