

**User manual for POCO RA**  
**POCO RA 使用指导说明书**  
**Poco RA**  
**hearing aid**

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## **Preface 前言**

Congratulations! Welcome to a new life created by NewSound. Please read this user manual carefully before use. POCO RA is Bluetooth compatible product which can be connected to an App for optimized settings.

恭喜您，欢迎来到一个由新声为您创造的一个新世界新生活。请在使用产品之前仔细阅读说

说明书。Forte Ma 可以连接 App 进行定制设置。

This user manual only applies to the POCO RA hearing instrument.

本说明书只限于 POCO RA 产品使用。

## Intended use 预期用途

This 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.

助听器是一个电子设备，他可以放大周围环境的聲音。它可以帮助轻度到重度听力损失的人群或者想要增加自身在嘈杂环境中的听力能力的人群。

## Precautions 预防措施

For patients with middle ear infection, it is suggested not to wear hearing instrument until cured 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.**

对于耳部感染的人群，我们建议在彻底治愈之后或者在医生的建议下再选择佩戴助听器。如果对于您的听力或者听力设备有任何疑问，请及时寻找听力专家进行咨询。

制造商保留更改产品技术性能的权利。

## Features 产品特征

## Features



## Preparation 准备

### Packing list 包装清单

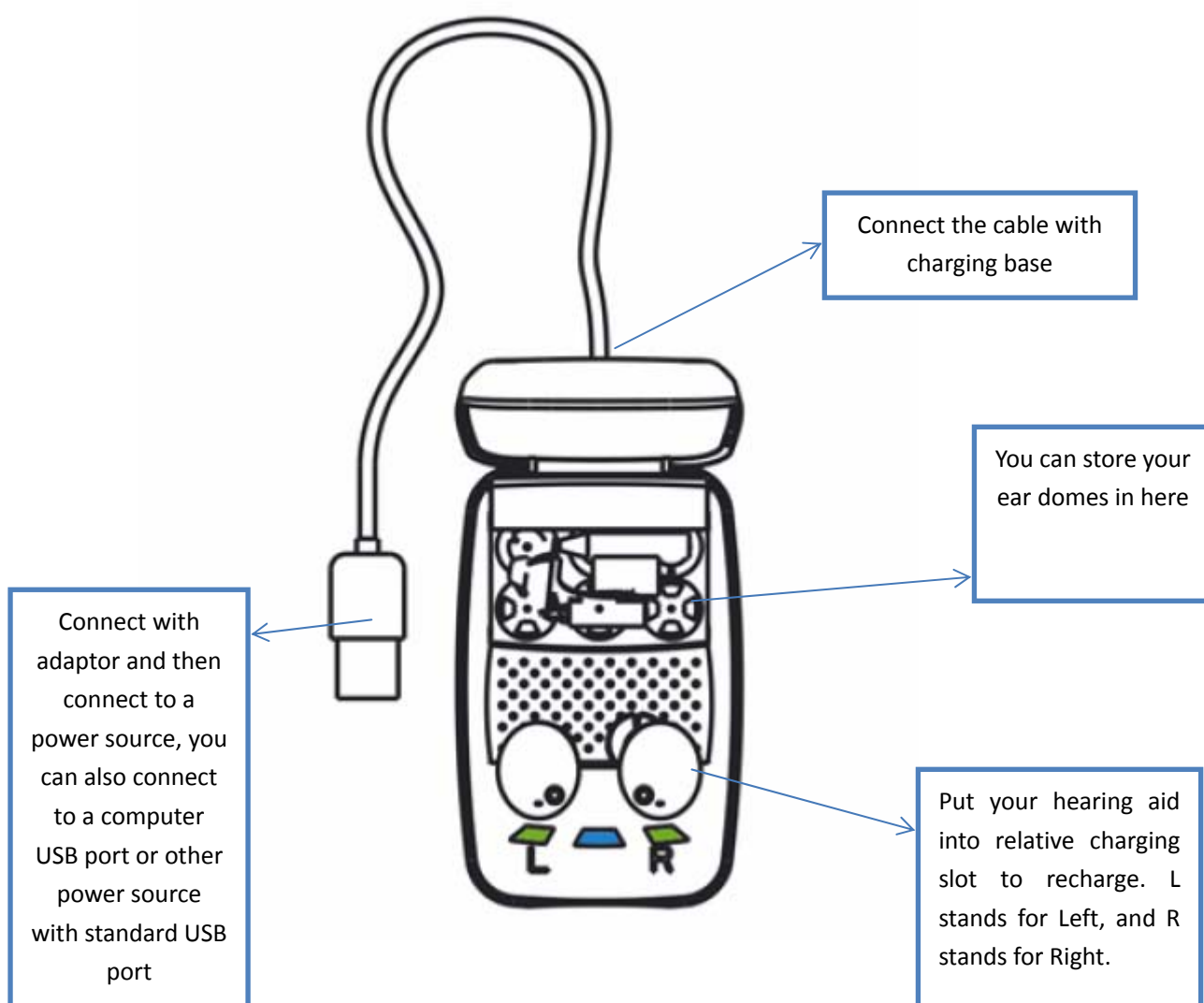
- 1 x POCO RA
- 1 x charging box
- 1 x USB cable
- 1 x User Manual
- 1 x brush
- 1 x dome package

### Battery

1. Power is supplied by a lithium polymer battery and should not be removed, except by an authorized service center.
2. A full charge takes about 7 hours, and will allow for up to 8 hours of use.
3. The recharging process will automatically shut off when the battery is fully charged.
4. To maximize the life of the battery, keep the hearing aid plugged into the charger when not in use for an extended period of time.

# Operation 操作

## How to Charge your hearing instrument 如何充电



### Charging steps:

1. Once connected successfully, the charging process begins, and the green indication light will shine green.
2. The charging process will complete after 7 hours of charging, and the green indication light will be solid green.
3. After 15 minutes' break, the case will start drying process. The blue indication light will shine blue, and the green light will keep solid green.
4. The drying process will complete after 3 hours, and the blue indication light will turn off and green light keep solid green.

5. The charging process and drying process are both completed, now you can use the hearing instrument. One full charge will supply nearly 8 hours of use time.

**TIPS:**

- If you want to use the instrument before one full charge, it's ok, but the use time will be shorter.
- If you want to use the instrument before drying process completed, it's ok. And there is no harm to the instrument.

NOTICE: Once there is any exceptional situation of charging or drying, the light will not shine. You need to take out hearing instrument, scrub the instrument and then put in charging slot again.

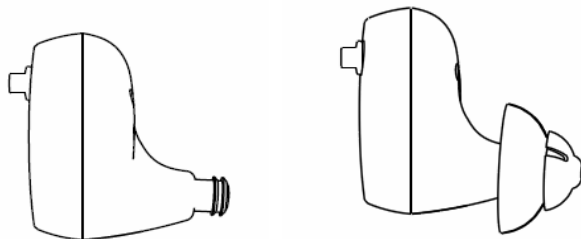
## How to wear hearing instrument

### Attach your hearing instrument parts

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

Choose the suitable dome to achieve a best comfortable wearing experience.

If you choose the memory foam, please pinch the foam to be thinner for better fitting. The memory foam will return to the original size after fitting.

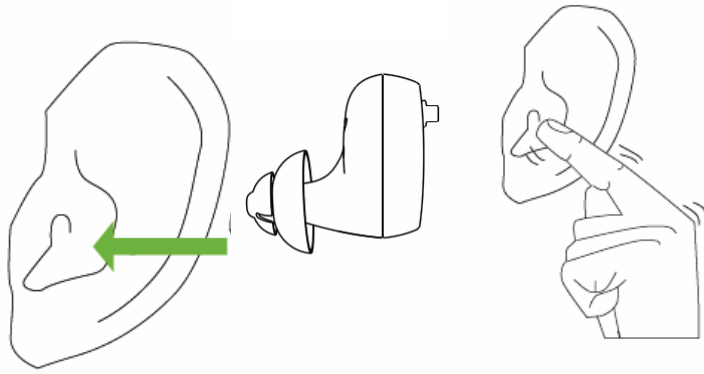


### To insert the instrument:

Hold the hearing instrument between your thumb and index finger with the canal portion of the hearing instrument downward.

Gently insert the canal portion of the hearing instrument into your ear using your index finger to push back and tuck the hearing instrument completely into place.

Before placing the instrument into your ear, make sure the battery is inserted properly and battery door is closed securely. If your instrument has a volume control, turn it down before inserting the instrument.



**To remove the instrument:**

1. Move our jaw up and down or apply pressure to the back of our ear to help loosen the instrument.
2. Grasp the instrument with your thumb and forefinger and pull out from ear.

NOTE: Never remove your hearing instrument by pulling the volume control or the battery door.

## **How to use the App**

The user can customize the hearing mode by linking to the App on a Bluetooth Smart Device. The App is an easy way to make a personal profile of your hearing to customize the sound settings for your preferred listening comfort and needs.

### **1. Link your App**

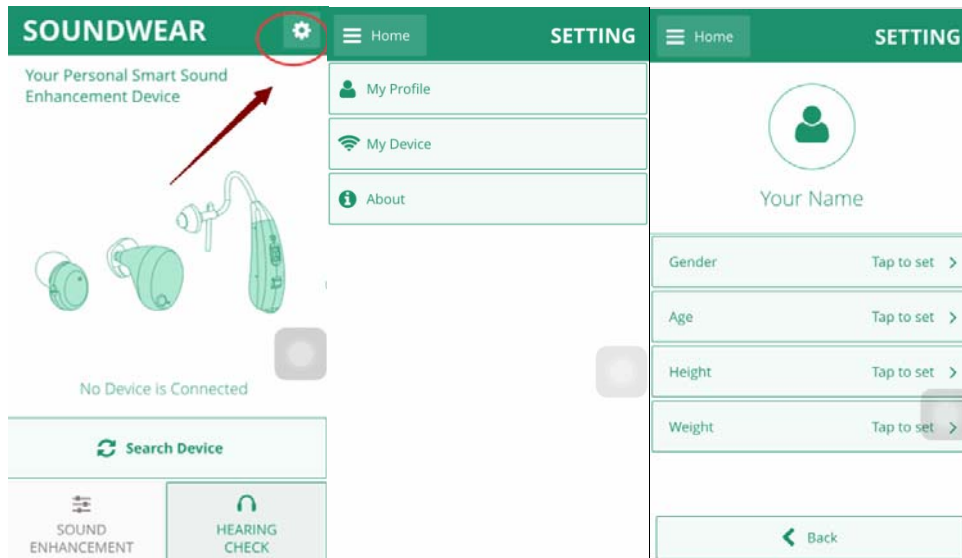
**Step 1:** Search 'SoundWear' in the App store or Google Play, and download the App;



**Step 2:** Enable the Bluetooth on the phone first, and then start SoundWear;

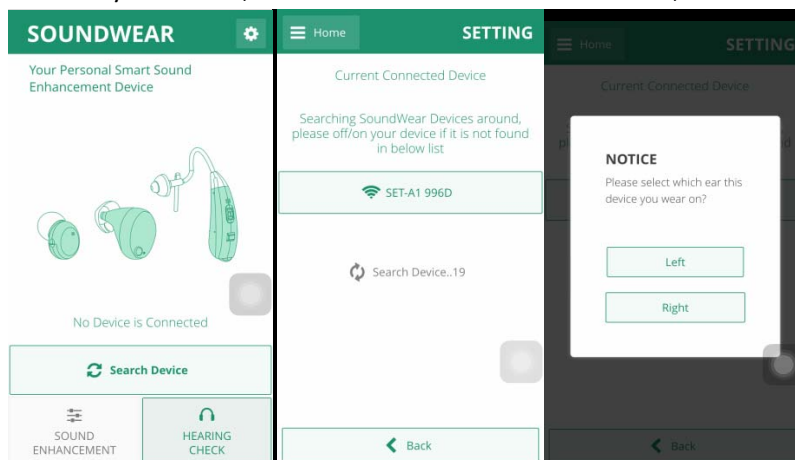
Note: For iOS 9 or later, iPhone 5 or above; Anroid 4.4 or later, screen size 4" or above

**Step 3:** You can register your profile.



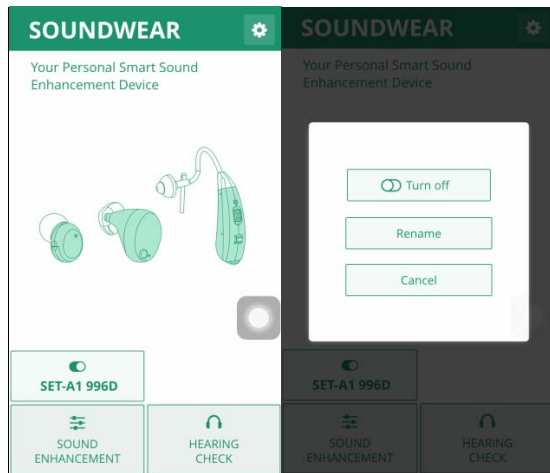
**Step 4:** Start the registration for your instrument, follow the steps the App guides;

\* Search your device, Select the LEFT or RIGHT ear to wear;



\* Search the device, check if the ID searched is the right ID of the hearing device.

\* You can turn on/off the device here.

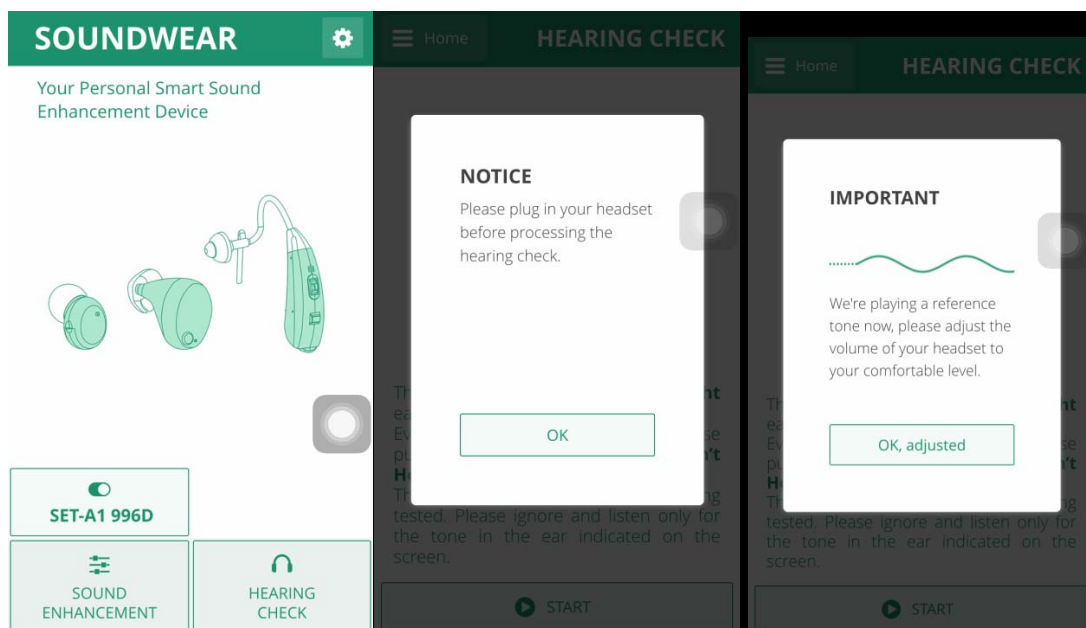


**Step 5:** Finished the registration

## 2. Hearing Check

**Step 1:** Plug your headset first.

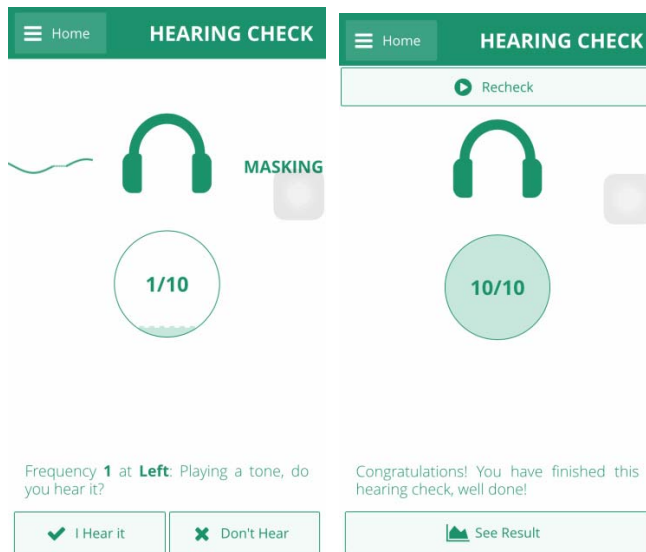
**Step 2:** The App will play a reference tone, please adjust the volume of your headset to your comfortable level.



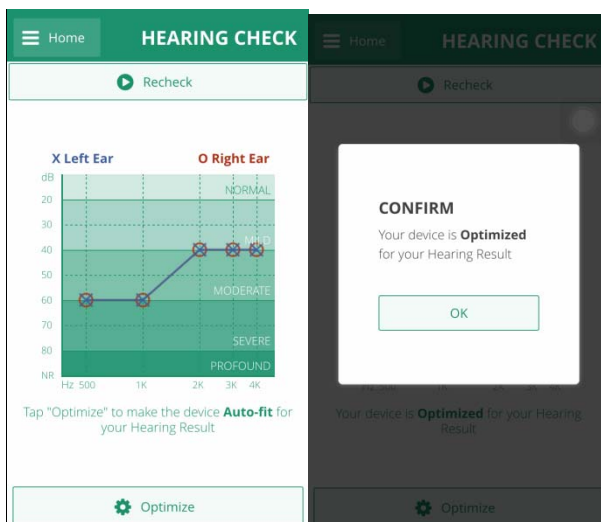
**Step 3:** Start your hearing check following the App guide. Press 'I Hear it' if you hear it, press 'Don't Hear' if you do not hear.

**Step 4:** When you finish the hearing check you can see the result of your hearing for reference.





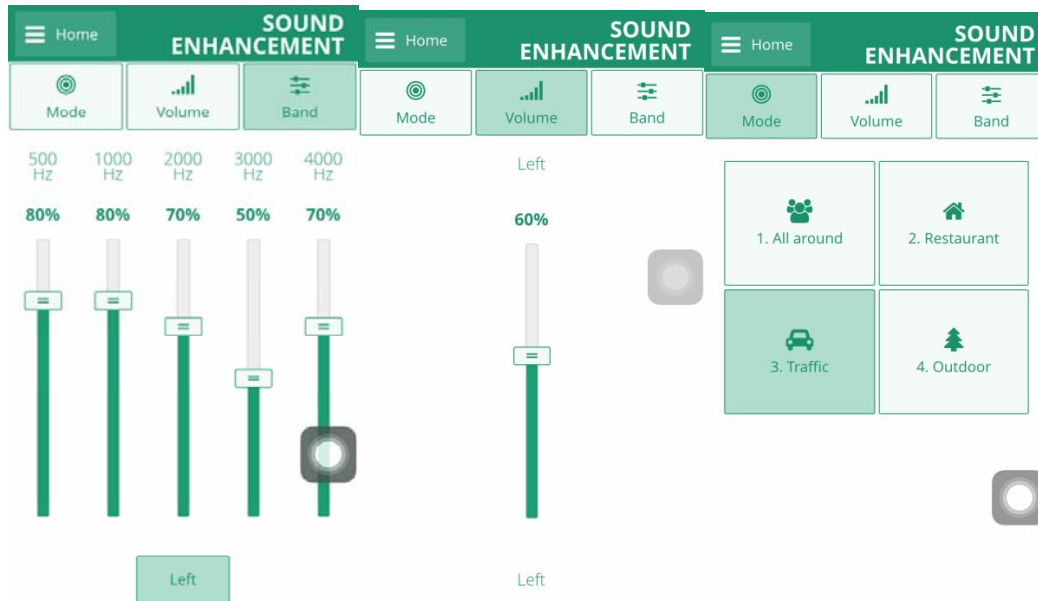
**Step 5: Optimize your hearing.**



### 3. Sound enhancement

Adjust the Volume and Band according to your needs and choose the mode according to your environment.

When you are choosing your hearing mode, your hearing instrument will alert and help you identify which program you are using. When you select program 1 you will hear one beep, program 2 will emit two beeps, and so on.



## 4. Memory switch 程序控制开关

If you do not want to use the device with App, you still can use the hearing aid for normal usage. Your hearing instrument has 4 different listening programs.

When the hearing instrument is turned on, it will automatically be in program 1.

The additional settings which are pre-programmed for your specific needs are accessed by the memory switch. Each time you press the memory switch, the hearing instrument will move to the next program. The sequence is 1, 2, and 3.

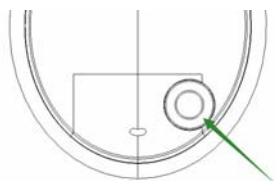
Your hearing instrument will alert and help you identify which program you are using. When you select program 1 you will hear one beep, program 2 will emit two beeps, and so on.

Please note that the programs are preset by your hearing healthcare professional or the manufacturer.

如果您不想通过连接App来使用助听器，您仍然可以使用助听器的正常功能。

您的助听器在出厂已经设置了 4 个不同的聆听程序。开机之后，设备默认处于第一个程序。每一次按住程序开关键，助听器将会到达下一个程序，顺序是程序 1,2,3... 如此循环。助听器将会发出嘟嘟的声音来提示您目前到达了哪个程序。比如，到达程序 1，助听器将会发出一个“嘟”声，如果到达程序 2，助听器将会发出两个“嘟”声。“嘟”的声音个数指示了程序的次序。

请注意，程序设置是由制造商预先设定了。



Program 程序次序	Best for 适用于	Indicator 指示
1	All around 通用	1 beep 一个“嘟”声
2	Restaurant 餐厅	2 beeps 两个“嘟”声
3	Traffic 交通	3 beeps 三个“嘟”声
4	Outdoor 户外	4 beeps 四个“嘟”声

## Maintenance 日常维护

### Cleaning 清洁

Use a soft cloth to wipe the OF after use to remove any particles or moisture. The Cleaning Tool is used to remove debris / wax from the sound tubing and earbud.

日常请使用软布清洁和擦去助听器上的油渍和湿气。清洁工具用于清除导声管和耳膜头上面的杂物以及耳垢。

Ear wax is one of the main causes of problems with hearing instrument. Filter and other devices are used for preventing wax from entering the instrument.

Cleaning is easier when ear wax is dry in the morning before you insert the instrument to your ear.

耳垢（耳垢）是造成助听器问题的主要原因之一。耳垢网或者其他工具用于阻挡耳垢进入助听器。在早晨佩戴助听器之前清洁助听器更容易，因为耳垢还是干燥的状态。

Do the cleaning on a soft table to avoid damage or scratch in case the instrument falls.

请在柔软的桌面进行清洁以防其掉落到硬质的表面，比如桌面或者地板。



- Do not use water or other fluids.

不要使用水或者其他液体

## Low battery warning 低电量提醒

When you hear one short beep, it means that the battery is running out. Intermittent warning exists until you replace the battery.

The sound quality may be influenced after the first warning, this is normal and can be remedied by inserting a fresh battery in the hearing instrument.

Always remove the battery if your instrument is not in use for long periods of time.

如果您听到一个很短暂的哔声，意味着电池已经快耗尽。您会间歇性地听到该提示声直到您更换了新的电池。

第一次收到低电提醒之后声音质量就会受影响，这个是正常现象，更换新电池之后这种现象会消失。长时间不使用助听器，请把电池取出来。

## Troubleshooting

SYMPTOM 症状	POSSIBLE CAUSE 可能的原因	SOLUTIONS 解决方法
No sound 无声	Hearing instrument may not be turned on 助听器可能没有开机	Turn on the hearing instrument 开机
	Sound outlet may be blocked 出声口可能被堵住	Clear sound outlet or contact hearing healthcare professional 清除出声口或者联系您的听力医师
	Volume may be too low 音量设置太低	Adjust volume control by App 调高音量
	Start up delay is on 开机延迟	Wait a few seconds for the device to be turned on 请稍等几秒钟等开机
Not loud Enough 声音不够大	Sound outlet may be blocked 出声口可能被堵住	Clear the sound outlet or contact hearing healthcare professional 清除出声口或者联系您的专家
	Hearing instrument may loosed 助听器佩戴松了	Remove and reinsert the instrument into your ear 移出助听器并重新佩戴到位
	You may have excessive cerumen 你可能有过多耳垢堆积	Contact your hearing care professional 联系您的听力医师
	Volume may be turned down 音量设置太低	Adjust volume control by App 调高音量

Whistling, Feedback 啸叫, 反馈	You may have excessive cerumen 您可能有多余耳垢堆积	Contact your hearing care professional 联系您的听力医师
	Volume may be turned down 音量设置太低	Adjust volume control by App 调高音量
	Hearing instrument may not be the correct position 助听器佩戴位置不当	Contact hearing healthcare professional 联系您的听力医师
	Plug may be removed 耳膜头没有安装	Contact hearing healthcare professional 联系您的听力医师
Sound is distorted, Not clear 声音变形或者不清晰	Poor battery contact 电池接触不良	Contact hearing healthcare professional 联系您的听力医师
	May need reprogramming 可能需要重新编程	Contact hearing healthcare professional 联系您的听力医师
Intermittent Sound 声音断断续续	Poor battery contact 电池接触不良	Contact hearing healthcare professional 联系您的听力医师
	Sound outlet may be blocked 出声口被堵住	Clean sound outlet or contact hearing healthcare professional 联系您的听力医师
Too much Bass 太多低音	Sound outlet may be blocked 出声口被堵住	Clean sound outlet or contact hearing healthcare professional 联系您的听力医师
	May need reprogramming 可能需要重新编程	Contact hearing healthcare professional 联系您的听力医师
Static Noise 静电音	Poor battery contact 电池接触不良	Contact hearing healthcare professional 联系您的听力医师
	You may be close to electromagnetic fields (such as digital or cellular telephones) 您可能处于电磁场区域 (比如数字或者移动电话)	Move away from the field 从该区域离开
App connection failure	Smart phone	Restart your smart phone
	Compatibility of smart phone	Check OS version
	Battery improperly inserted	Open the battery door and re-insert or replace a new battery

		into the instrument
	Low App version	Update your App
	Have no idea about it	Contact your supplier

## Appendix

### Working condition 工作条件

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

Air humidity: ≤ 85% 空气湿度: ≤85%

Air pressure: 500~ 1100 KPa 空气压强: 500~ 1100 KPa



#### Manufacturer

NewSound Technology Co.,Ltd

Address: 1st and 2nd Floor, No.13 of Xiangyue Road, Torch Hi-Tech Industrial Development Zone, Xiang'An District, Xiamen, China.



#### 制造商信息

厦门新声科技有限公司

地址: 厦门市翔安区火炬高新区翔岳路13号之一、二楼

### Technical data 技术参数

Technical Data Poco Ra

Peak OSPL 90(dB SPL) 最大输出声压值 (OSPL90)	122
HAF OSPL 90(dB SPL) HFA Avg(平均输出) (OSPL90 dB)	107
Peak Gain(dB) 满档最大声增益值 (输入为 60/50) (dB)	36

HAF full on Gain(dB) HFA Avg (平均增益) 60/50dB)		28
Total Harmonic Distort: 总体谐波失真 (%)		
500Hz(%)	≤3.0	
800Hz(%)	≤3.0	
1600Hz(%)	≤3.0	
EQ Input Noise(dB) 等效输入噪声 (dB)		≤30
Battery Current(mA) 额定电流消耗 (mA)		≤2.3
Frequency Range(Hz) 带宽 (Hz)		300-4000

ANSI S3.22-2003

IEC 60118-7/2005

## FDA information

Good health practice requires that a person with a hearing loss 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 worsens.
- \* Your ear becomes occluded with excessive ear wax.
- \* Hearing does not improve while using the provided hearing aid
- \* You develop an infection of 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. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

## **IC Statement**

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.



The term "IC: " before the certification/registration number only signifies that the Industry Canada technical specifications were met. This product meets the applicable Industry Canada technical specifications.

Le présent appareil est conforme aux CNR d'Industrie Canada applicable aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement

## **FCC Statement**

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.