

NewSound
New sound, new life



BTE Hearing Aids HA-802

User Manual

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Preface

Welcome to our **NewSound** family, and thank you for entrusting us with your hearing enhancement needs. Enclosed is our most innovative hearing aid to date, designed to enhance the quality of sounds in your everyday life!

Intended use

This BTE Hearing Aid 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.

Precautions

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.


Hazard Warnings and Product Safety

– Please read before using your hearing instrument the first time.

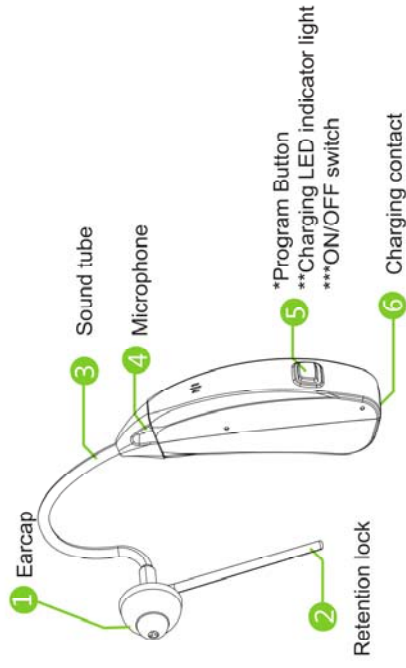
⚠ Hazard Warnings	
⚠	Remove your hearing aid when exposure to moisture is possible (showering, washing your face, etc.)
⚠	Remove your hearing aid prior to vigorous exercise to avoid injury or damage to yourself or to the hearing aid.
⚠	Keep this product away from children, infants and pets.
⚠	If pain, discomfort, skin irritation in the ear or excessive accelerated earwax occurs, please discontinue use and consult a physician.
⚠	In the unlikely case of the dome being stuck in your ear canal, it is highly recommended that you see a physician for safe removal of the dome.

	⚠ Hazard Warnings (continued)
⚠	Hearing Aids are not designed to restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions.
⚠	Do not attempt to use the hearing aid in a method not instructed within this manual.

**NOT SUITABLE FOR USE BY ANYONE UNDER 18.
FOR MILD TO MODERATE HEARING LOSS.**

	Proper disposal of electronic products protects our environment. At the end of its useful life, rather than dispose of the hearing aid, please contact Hearing Assist and return it to us so we can recycle the product contents.
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Features




Preparation

Kit includes:

BTE hearing aid	1 x Charging base	1 x Left tube
1 x User manual	1 x AC adapter	1 x Right tube
1 x Cleaning tool	1 x USB cable	1 x Package of domes

Battery helpful tips

1. A full charge takes about 3 to 3.5 hours, and will allow up to 18 hours of use.
2. Recharging process will automatically shut off when battery is fully charged. Leaving the unit in the charging base will not damage the battery.
3. To maximize the extended life of the battery, keep the hearing aid in the charging base when not in use for an extended period of time.

 **WARNING:** Power is supplied by a custom lithium polymer battery that is built-in and should not be removed EXCEPT by an authorized service center. Removing or attempting to remove the battery will void your warranty. Contact Hearing Assist for battery replacement service.

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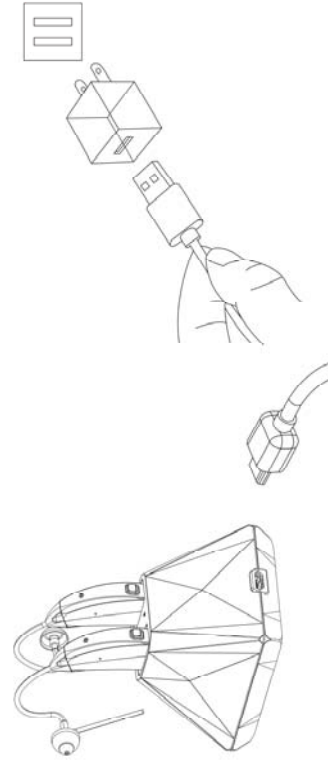
Operation

Charging System

1. Place your hearing aid into the charging base.
2. Use the provided micro USB cable to attach the charging base to a USB power source or a wall jack using the provided AC Adaptor.
3. We recommend charging your hearing aid completely prior to its initial use.
4. When your hearing aid is placed correctly in the charging base the LED indicator on the Program Button will glow blue to indicate that the unit is charging properly. The indicator turns green when the battery is fully charged and ready to use. When not in use, you may leave your hearing aid in the charging base.

NOTICE: The charging base has a green indicator light that indicates it is functioning normally. If this light turns red, do not attempt to charge your hearing aid. Contact Hearing Assist for a replacement charging base.

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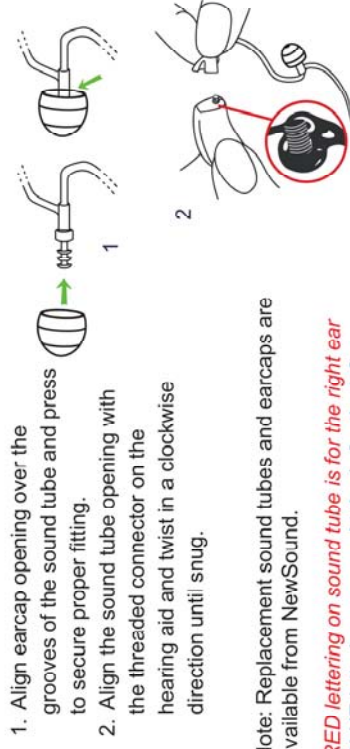
Full charging time: 3-3.5 hours
 Duration of use: Up to 18 hours of normal use.

For best performance, allow your hearing aid to charge completely prior to each use. The LED indicator light will glow green when completely charged.

Hearing Aid Assembly

Instrument, sound tube and earcap assembly:

Your hearing aid consists of three basic parts: the hearing aid housing, sound tube and earcap. Your hearing aid will arrive fully assembled, but if you choose to select another earcap, follow these instructions:



1. Align earcap opening over the grooves of the sound tube and press to secure proper fitting.
2. Align the sound tube opening with the threaded connector on the hearing aid and twist in a clockwise direction until snug.

Note: Replacement sound tubes and earcaps are available from NewSound.

RED lettering on sound tube is for the right ear
BLUE lettering on sound tube is for the left ear

Turning ON and OFF

Turn ON/OFF – Press and HOLD the Program Button for about 3 seconds. There will be a 3 second delay after turning the hearing aid on until amplification begins. This allows you some time to set it in your ear without feedback issues.

Volume Control

All volume, frequency and other sound adjustments are conducted from within the *Sound Enhancement* portion of the SoundWear APP. Proceed to pages 11-18 for more details.



SoundWear

Download SoundWear APP
from the App Store or Google Play

NOTE: Before wearing the hearing aid, we recommend turning your hearing aid ON and setting the volume at a low or comfortable (not loud) setting to reduce or limit feedback during placement.

How to Wear your Hearing Aid

1. Place your hearing aid over the top of your ear.
2. Hold the tube close to the earcap with your thumb and forefinger. With gentle pressure, insert the earcap into your ear canal until the tube sits flush against the side of your head. The dome should fit in your ear canal snugly, but not tight.
3. Using your index finger, tuck the retention lock into the edge of the bowl of your ear just above the area of the ear lobe. If your hearing aid fits well without use of the retention lock, you may elect to remove it with a pair of scissors.



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How to use the App

Linking your ReCharge! hearing aids to your smart device using the SoundWear App will optimize the amplification settings based on the user's Hearing Check results. The SoundWear App also provides greater usercontrol over program settings, volume, individual frequency ranges and more.

Note: For iOS 9 or later, iPhone 5 or above; Android 6.0 or later.

1. Link your App

Step 1: Go to App Store or Google Play to search and download the SoundWear App



Step 3: Register your profile (Optional), following the prompts in the below images.

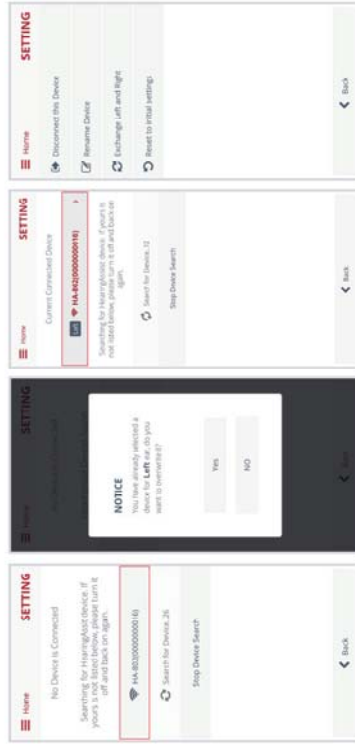


Step 2: Enable Bluetooth connection on the Smart device/phone before opening/starting the SoundWear App.

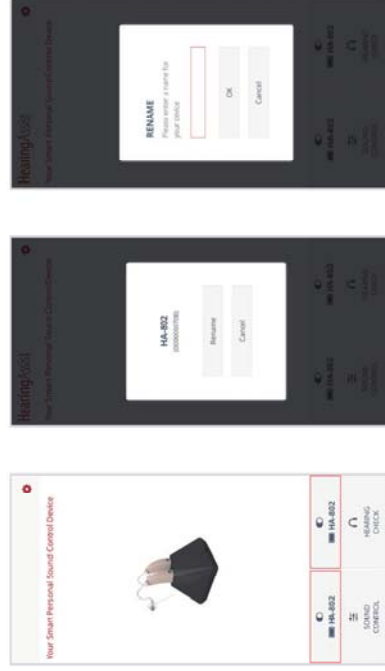
Step 4: Register/Connect the hearing aids to the SoundWear APP

- * Search device by enter **SETTING > My Device**. If both hearing aids are being setup, connect/register one at a time.
- ** Connect device - select the appropriate side, left or right, of the hearing aid you are connecting .

After registration and connection, you can alter settings as needed.



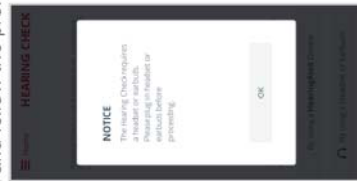
Rename your hearing aids within the APP (Optional) , if connecting two hearing aids, rename them one at a time.



2. Hearing Check *

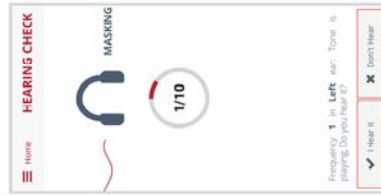
The Hearing Check allows users to quickly perform a self-hearing check by using your ReCharge! hearing aids (or a compatible bluetooth headset). Once the Hearing Check is complete, the user has the option to "optimize" their hearing aids per the results of the Hearing Check. *Hearing Check is not intended as an audiological measurement, but a quick and convenient method to customize the sound to your preference.

Step 1: Select Hearing Check and follow the prompts to get started.



Step 2: User will be asked if they Hear or Do Not Hear particular tones. The screen shows an active 'waving' line on the side of the testing hearing aid.

Step 3: Confirm 'I Hear it' or 'Don't hear it' in all testing frequencies. Once complete, select 'See Result' at bottom of the screen.

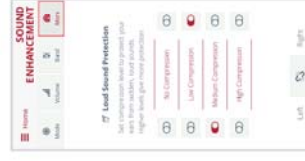


Step 4: Optimizing Results

1. Tap "Optimize" to make your hearing aids fit your Hearing Check Result. See below example of 'Hearing Check' results after being Optimized. You can confirm the fittings by selecting Sound Enhancement > Band.
2. If you feel the need to, you may select the Recheck icon to redo the hearing check.



3. Sound enhancement
 Within the Sound Enhancement portion of this APP, users have control over volume, mode settings, and can manually adjust the amplification levels of different frequencies, giving them ultimate control over their sound environment. **Note that once any adjustments are made the hearing aid will stay in that setting until otherwise changed. Therefore, if a 3rd party is setting these up for a user, they can do so using the app (via optimized Hearing Check or manual band/mode adjustments) and adjusting the volume to the user's desires. The hearing aids will now stay in those settings when cycled on/off by the Program Button, so it is not necessary to use the app regularly.**



4. Setting both hearing aids if you wear two hearing aids at the same time, you can customize the hearing experience for each device independently. For Volume control & Loud Sound Protection (under "More") Touch the button in the bottom middle to lock or unlock each setting. Lock: To adjust the both ear devices at the same time. Unlock: To adjust each device independently.



Band settings: variable setting of frequency bands for each hearing aid can only be done independently.



Mode setting:

By App (Recommended): Selecting the Mode will adjust both hearing aids.
By Program Button (On device): Pressing the program button will cycle each hearing aid individually between the modes



Your hearing aid is preprogrammed with 4 different listening programs to allow you to have more control of your listening experience. The programs are labeled within the app as "1. All around, 2. Restaurant, 3. Traffic, and 4. Outdoors". Note that these are simply suggestions based on most users' needs within these particular environments, and the best practice is to use all programs to discover the one that suits your personal needs best. These programs can be selected within the control of the app (which will adjust both hearing aids at once), as well as with the physical push of the Program Button (which will adjust only one hearing aid). When the hearing aid is turned on, it will revert to the last program set by the user. Pressing of the Program Button or selecting the program on the app interface will change the program accordingly. Your hearing aid will emit a 'beeping' signal that will help you identify the program you are in. Example: program 1 will emit 1 beep, program 2 will emit 2 beeps, etc.

Standard program setting and recommended use environment:

Program 1	Program 2	Program 3	Program 4
All around	Restaurant	Traffic	Outdoors

Maintenance

Troubleshooting

SYMPTOM	POSSIBLE CAUSE	SOLUTION
No/low sound amplification	Low battery	Recharge the hearing aid
	Built-up wax in the earcap	Clean or replace the earcap
	Excessive ear wax	Consult your physician
	Volume set too low	Turn up the volume
	Improper earcap insertion	Re-insert the earcap
Whistling or feedback	Hearing aid damaged	Contact Hearing Assist
	Hearing change	Contact your hearing care professional
	Earcap is wrong size or damaged	Replace with new or better fitting earcap
	Improper earcap insertion	Re-insert into your ear so that the earcap is flush with the walls of the ear canal

Charging System

- How do I charge my hearing aid?
Connect the charging base with the included Micro-USB cable. Use the AC Adaptor to plug into a wall outlet (120/220 volt compatible), or connect to any USB port on a plugged in computer or travel charger to charge the hearing aid.
- How long will it take for my hearing aid to charge?
It takes approximately 3-3.5 hours to fully charge your hearing aid.
- How long will my fully charged hearing aid work until the next charge?
In most environments, the fully charged hearing aid will work up to 18 hours. If the surroundings are loud, the hearing aid may require more power to filter out unwanted sounds, resulting in a slightly smaller usage duration.
- How do I know when my hearing aid is fully charged?
LED light indicator turns GREEN when fully charged.
LED light indicator stays BLUE during the charging process.

5. Do I have to turn off my hearing aid before I put it in the charger?

No. When you place your hearing aid into the charging base, it will turn OFF automatically to allow for a faster charging cycle. We recommend that you turn hearing aid OFF when not in use to prevent unwanted battery drain and/or feedback noise

6. How do I best preserve product and battery performance?

To best preserve your hearing aid and battery, we recommend that you always let it charge overnight and turn it off or leave it in the charging base when not in use. Because a sensor stops the charging process once the battery is full, there is no risk of battery degradation if the hearing aid is kept in the charging base.

7. Can I replace the built-in battery?

No, this is a custom battery that can only be replaced by the manufacturer. For battery replacement service, contact Hearing Assist.

8. How do I know when the battery is going to run out?

There is a light audible beep that will indicate low battery function. Performance of the Hearing Aid will also be affected until recharged.

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Whistling/Feedback Noise Helpful Tips

Whistling is common in hearing aids and is also known as 'feedback'. This phenomenon is caused by amplified sound leaving the ear, being received back into the microphone and being re-amplified. The following tips will help reduce the effect of whistling/feedback noise:

1. Secure the positioning of the earcap within the ear.
Feedback/whistling noise will stop when the hearing aid is securely fitted/ sealed in the ear with the best fitting earcap size.
2. Lower the volume.
Keep volume at a lower setting before inserting the instrument in your ear.
3. Clear the ear canal of wax or debris.
Seek guidance from your physician for excessive wax built-up.
4. Replace the earcap or tube.
Change to a new earcap with a better fitting size.
Make sure the ear tube is not broken or torn.

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Sound Tube Cleaning and Care

Care of the sound tube

Use a soft cloth to remove any dirt and moisture after each use. The provided Brush & Cleaning Line are for removing debris / wax built-up inside the sound tube and earcap.

Replacement and cleaning of sound tube

1. To replace - rotate the sound tube counter-clockwise from the hearing aid case until loosened for removal. Replacement tubes and earcaps are available from Hearing Assist.
2. To clean - insert the cleaning line through the threaded end of the tube, push the cleaning line all the way through the tubing until the tip of the cleaning line comes through the end of the dome.



3. To reassemble the sound tube, simply reverse the removal process by tightening the tube and the hearing aid connector with a clockwise motion until the two flat surfaces are flush together.



Cleaning Care and Precautions

Keep your hearing aid clean and dry. Use a soft cloth to remove any body oil or moisture from the hearing aid housing. Use the provided cleaning tools to clean wax build-up. If the hearing aid is subject to a lot of perspiration, we recommend turning it OFF and putting it into a dry box at least once a week to reduce moisture-build up. These particular hearing aid boxes can be bought online or at any local pharmacy.



- DO NOT** use water, harsh chemicals, strong cleaners or other fluids to clean your hearing aid
- DO NOT** leave your hearing aid in the direct sun or in areas where the temperature can rise over 60°C / 140°F for extended periods of time.
- ALWAYS** handle your hearing aid with care; it's important to prevent your hearing aid from dropping on hard surfaces such as counter tops, tables or floors.

Appendix

Environment Condition

Environment Condition	Working Condition	Transportation Condition	Storage Condition
Temperature	10°C~+40°C	-20°C~+60°C	-20°C~+60°C
Air humidity	0%~80%	0%~90%	0%~80%
Air pressure	500~1200hpa	500~1200hpa	500~1200hpa

Technical Specifications

Max Output (OSPL 90dB)	116
HFA Avg Output (OSPL 90dB)	107
HFA Avg Gain(input 60/50dB)	33
EQ Input Noise(dB)	28
Total Harmonic Distortion%(500Hz)	3.0
Total Harmonic Distortion%(800Hz)	2.0
Total Harmonic Distortion%(1600Hz)	3.0
Frequency(Hz) F1	≤350
Frequency(Hz) F2	≥5000

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.

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 worsened.
- * Your ear becomes occluded with excessive ear wax.
- * Hearing does not improve while using the provided hearing aid.
- * You develop an infection in 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. Training and experience qualify an audiologist to assist in the evaluation and rehabilitation of a child with a hearing loss. This hearing aid is not suitable for use by anyone under the age of 18.

Service and Warranty

NewSound provides a one year warranty against defects from manufacture. We also offer product protection plans that cover all forms of damage except for loss. Please contact us at +86 592 3921173 or sales@usnewsound.com to learn about our protection plan options or for any other service, warranty, or product inquiries.

NOT FOR USE BY ANYONE UNDER AGE 18. KEEP HEARING AID OUT OF REACH OF INFANTS, CHILDREN AND PETS AS IT MAY CAUSE A CHOKING OR INGESTION HAZARD

FDA Registration #: 3007386887

FDA Owner/Operator #: 10028285

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CE 0482



This is a Class 1 Hearing Aid device under FDA Regulations per 21 C.F.R. Sec 874.3300

Made in China

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CE Statement

This product is CE marked according to the provision of the Council Directive 93/42/EEC. Here by NewSound Technology Co.,Ltd declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 93/42/EEC

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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

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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.

NS-WI-SL131

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