

ELEHEAR Alpha

USER MANUAL

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1. INTRODUCTION

We appreciate your choice of ELEHEAR Alpha hearing aids to enhance your daily experience and quality of life.

Hearing aids are individually adjusted and optimized for an individual's hearing and therefore may not work for other people. Before using your hearing aids, please read this user manual carefully to get the best out of your hearing aids. Please pay attention to operate under the guidance of this manual, improper operation may damage the hearing aid.

If you have other questions about the use and maintenance of hearing aids, please contact your professional audiologist.

1.1 HOW HEARING AIDS WORK

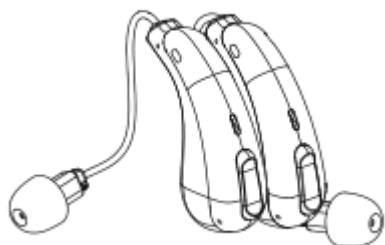
The behind-the-ear hearing aid operates by capturing the ambient sound through its microphone and converting it into an electrical signal. The signal is then processed by the hearing aids digital chip, which enhance it through filtering, amplification and other operations. The resulting electrical signal is sent to the earphone's speakers which converts it into sound waves that are transmitted through the middle ear, inner ear and auditory center of the nervous system allowing the user to hear a clear and amplified sound.

1.2 HEARING AIDS INTENDED USE

ELEHEAR Alpha hearing aids are intended to address perceived mild to moderate hearing loss in people aged 18 or older.

2. ACCESSORIES

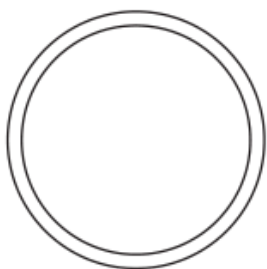
ELEHEAR Alpha hearing aid x2



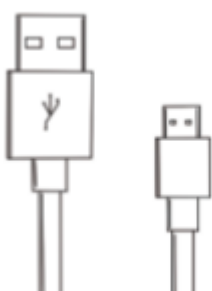
Charging box x1



Wireless charger x1



Type-C charging cable x1



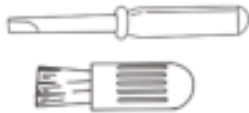
Wax cap tool x1



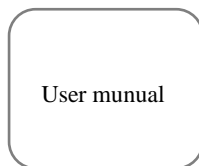
Ear caps x12



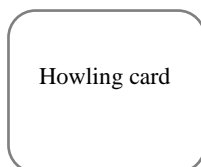
Multi-function tool pen x1



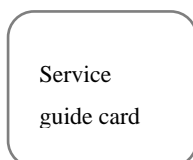
User manual x1



Howling card x1

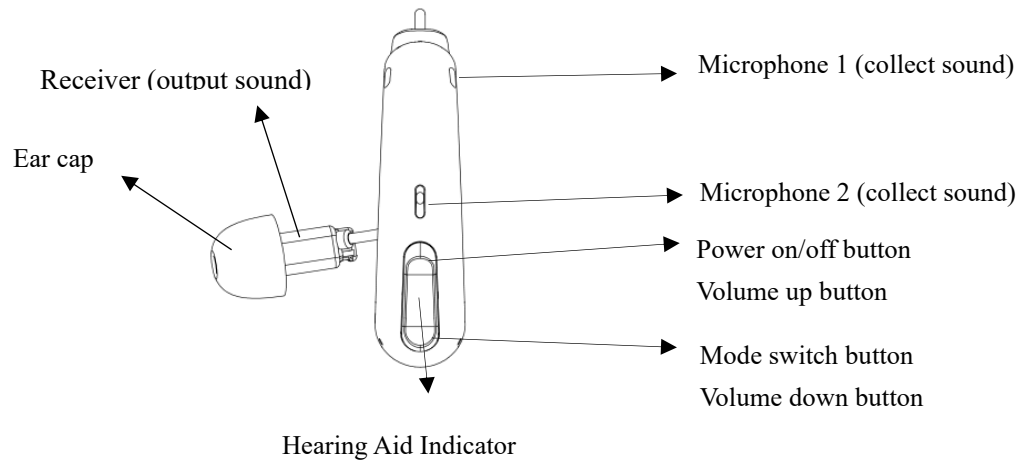


Service guide card x1

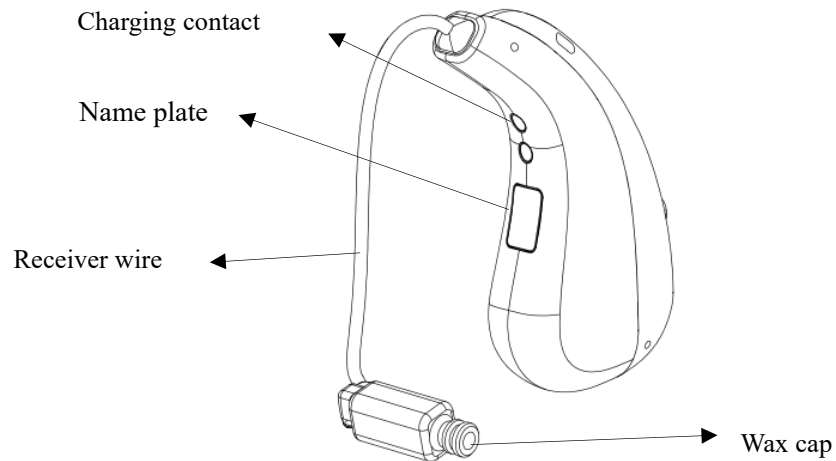


3. PRODUCT STRUCTURE

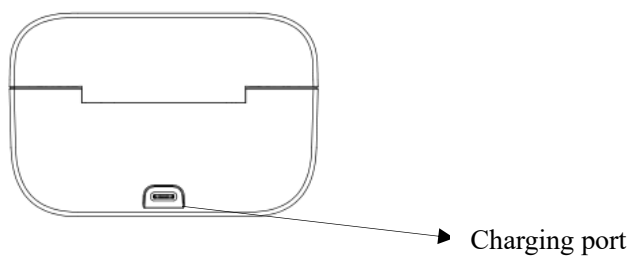
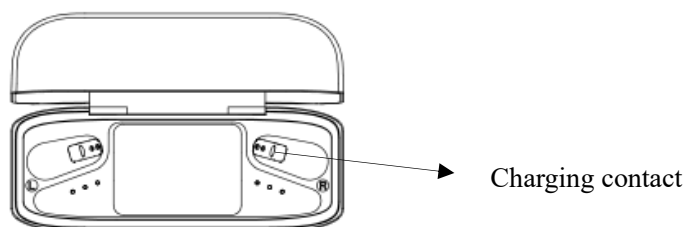
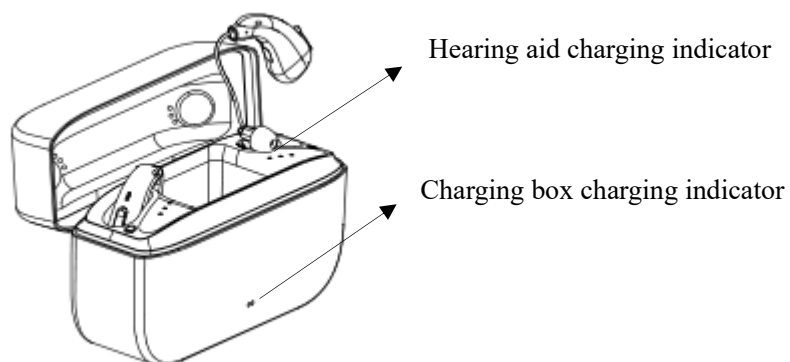
3.1 ELEHEAR Alpha (TOP SIDE)



3.2 ELEHEAR Alpha (BOTTOM SIDE)



3.3 CHARGING BOX

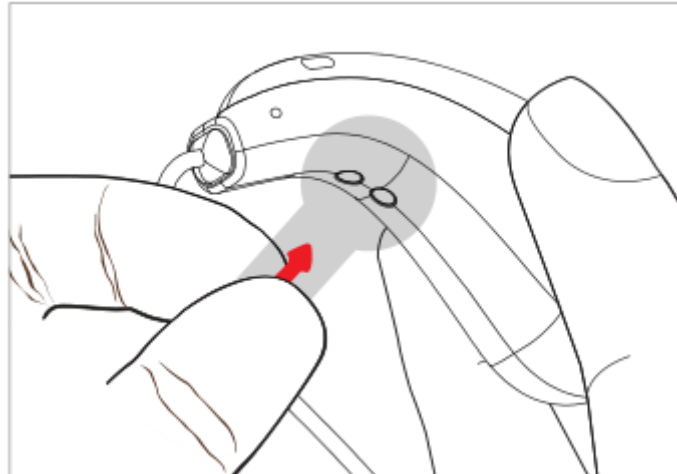


4. OPERATION GUIDE

4.1 HOW/WHEN TO USE

(1) It's recommended to fully charge (2.5 hours) both the hearing aids and the charging box before using them.

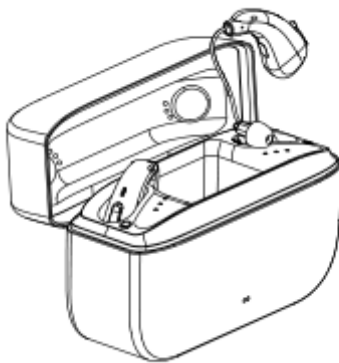
(2) Please remove the transparent color label from the hearing aids (and make sure to charge it until fully).



4.2 CHARGING

4.2.1 HOW TO CHARGE THE HEARING AIDS

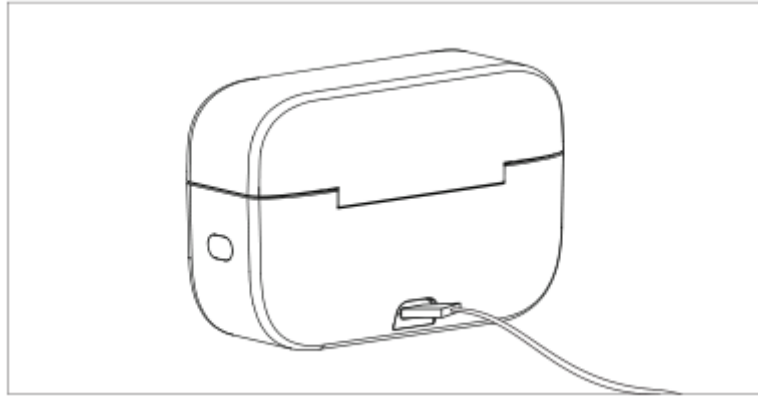
Put the hearing aids into the charging box, and the charging box will automatically charge the hearing aids.



Hearing Aids Charging Indicator	LED Status	Electricity
○ ● ●	1 LED is always on and goes out after 10s	$1\% \leq \text{power} < 33\%$
○ ○ ●	Lights 1 and 2 are always on, and then turn off after 10s	$33\% \leq \text{power} < 66\%$
○ ○ ○	The three lights are always on, and then turn off after 10s	Power $\geq 66\%$

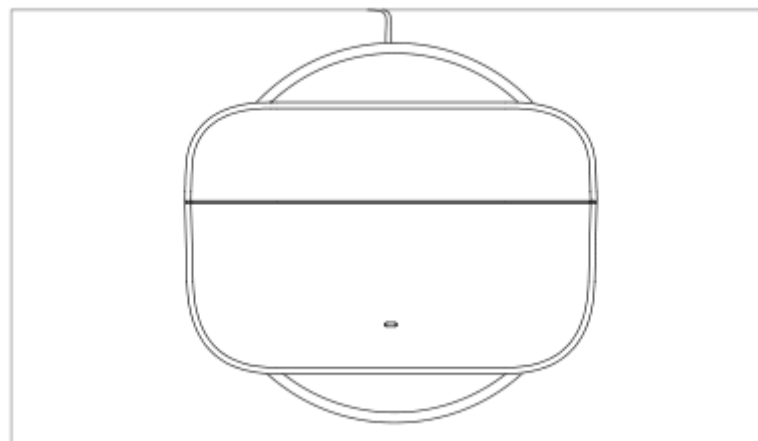
4.2.2 HOW TO CHARGE THE CHARGING BOX

Method 1: Power charging. Connect the charging box to a power source to charge it.



Charging Box Charging Indicator Light	LED Status	Electricity
●	Orange light is always on	$1\% \leq \text{power} < 20\%$
●	Green light	$20\% \leq \text{power} < 97\%$
●	Light off	Full

Method 2: Wireless charging. Place the charging box on a wireless charging pod.

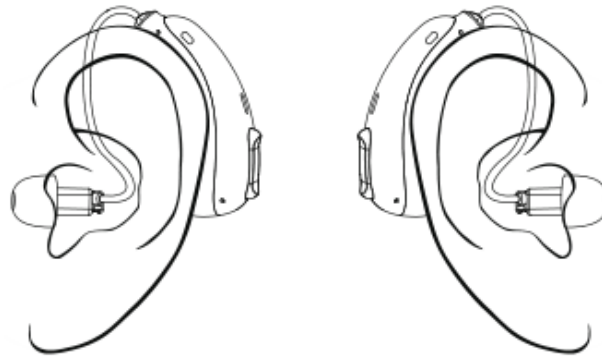


	Charging Time	Battery Life
Hearing Aids	1.5H	17H
Charging Box	2H	Support charging hearing aids 7 times

Note: Please use the power adapter (DC 5V/1A) and charging cable (3A) required by the specification.

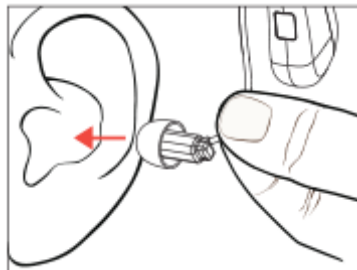
4.3 WEARING

- (1) Identify the left and right earpieces (left blue and right red), and position the hearing aid behind the pinna.



Notice: If the ear caps are not the right size, or not plugged tightly, it may cause howling.

- (2) Align the ear cap with the opening of the ear canal, and insert it gently into the ear canal.



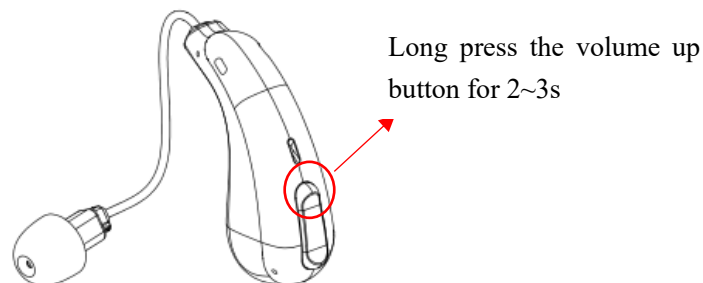
- (3) Adjust the position of the receiver wire until it fits the ear.



4.4 SWITCH MACHINE

Start up: Open the charging box and take out the hearing aid, the hearing aid will automatically turn on, or turn on the hearing aid by pressing and holding the volume up button for 2~3 seconds in the off state .

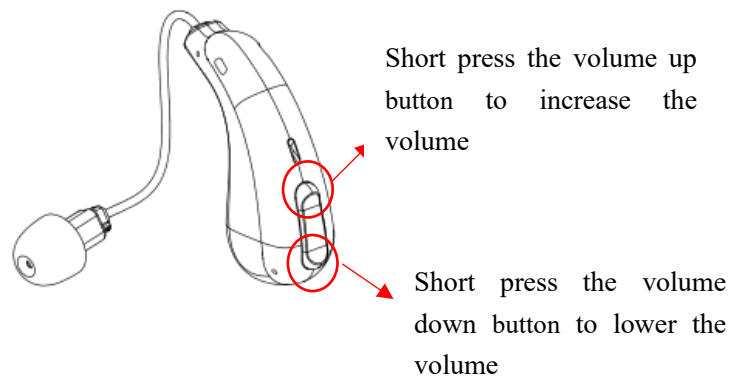
Shutdown: Put the hearing aid into the charging compartment and close the cover of the charging compartment , the hearing aid will automatically shut down, or turn off the hearing aid by pressing and holding the volume up button for 2~3 seconds while it is on.



4.5 VOLUME ADJUSTMENT

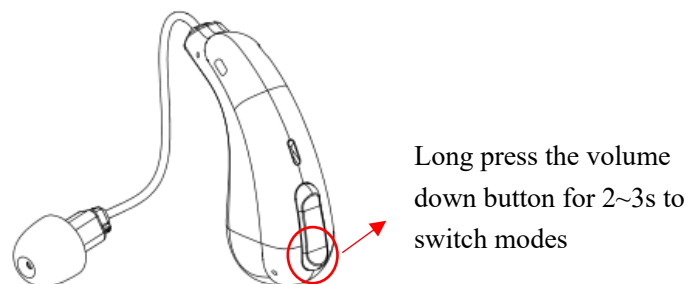
To increase the volume, perform a short press on the volume up button. This will increase the volume by one level, out of total of six levels. Each time you increase a level, the hearing aid will emit a “beep” sound. When the volume reaches its maximum, you will hear a “ding ding” sound.

To lower the volume, perform a short press on the volume down button. This will decrease the volume by one level, out of total of six levels. Each time the volume is decreased by one level, the hearing aid will emit a “beep” sound. When the volume reaches its minimum, you will hear a “ding ding” sound.



4.6 MODE SWITCH

Long press the volume down button for 2 ~ 3s to switch modes. When switching to a certain mode, the current mode prompt will be played.

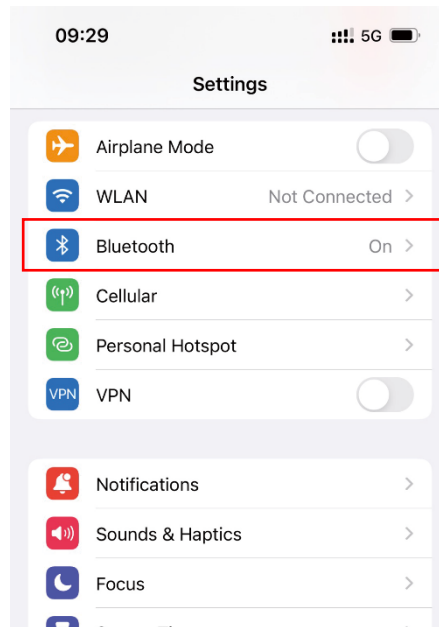


Mode	Beep
General Mode (Default)	General Mode
Restaurant Mode	Restaurant Mode
Outdoor Mode	Outdoor Mode
TV Mode	TV Mode

4.7 BLUETOOTH FUNCTION

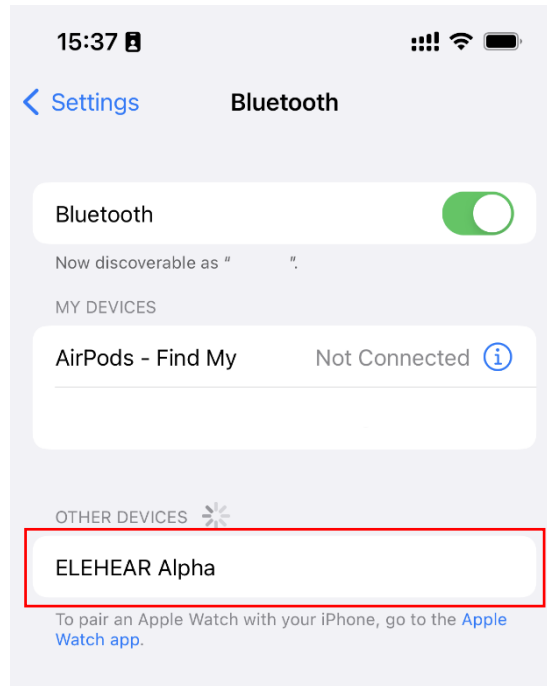
(1) Take the hearing aid out of the charging box and directly enter the Bluetooth pairing state. During the Bluetooth connection process, the hearing aid will play the prompt sound "Pairing".

(2) Turn on the phone, tap the [Settings] icon, and select [Bluetooth].



(3) Go to the Bluetooth interface and turn on the switch. The device will search for nearby Bluetooth device, and you need to select “ELEHEAR Alpha” from the list of other devices.

After selecting “ELEHEAR Alpha”, the hearing aids will play the "Pairing" prompt tone. If the connection is successful, the hearing aids will play "Connected". At this point, the words "Connected" will appear next to “ELEHEAR Alpha” on your phone. The Bluetooth connection is now established, and you can use the hearing aids to answer calls, play music and etc.....



Answer the phone

During a call, click the volume up or down button to adjust the volume.

Play music

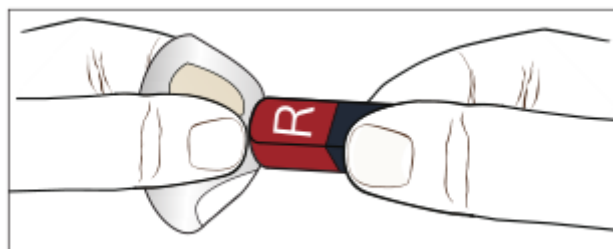
Click Volume Up or Down to adjust the volume.

Playing or pausing music requires a phone call.

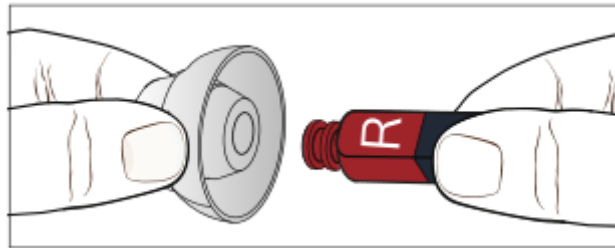
Notice: Turn off the bluetooth function unless the flight personnel allow it .

4.8 REPLACE EARCAPS

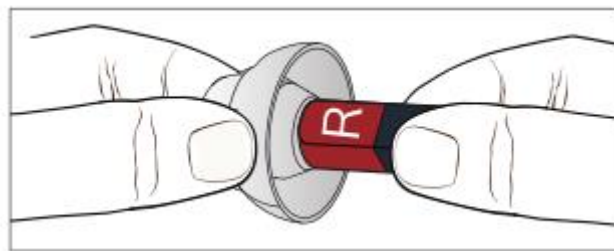
(1) Hold one end of the receiver and pull out the ear cap. This may require a little force.



- (2) Take out the new ear cap and insert the receiver against the middle of the ear cap.



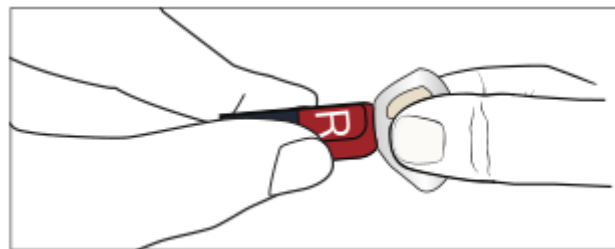
- (3) Push in firmly to make sure the ear caps are securely installed.



4.9 REPLACE THE WAX CAP

The receiver comes with a white wax cap, which helps prevent earwax buildup from damaging the receiver.

- (1) Remove the ear cap from the receiver.

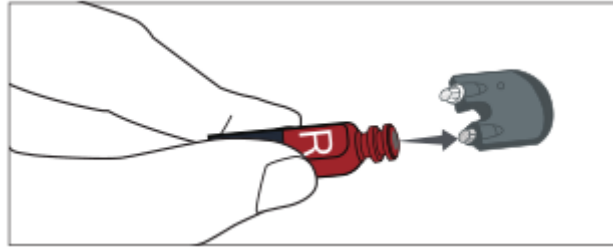


- (2) Remove the tool from the box. The tool has two needles, one for removing the old wax cap and one for attaching the new wax cap.

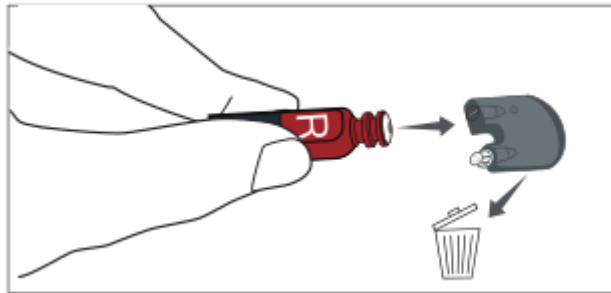


- (3) Insert the empty needle into the wax cap on the hearing aid, remove and discard the

old wax cap.

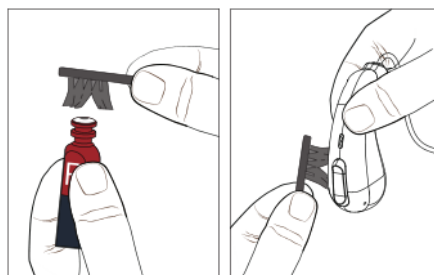


- (4) Use the other needle to insert the new cerumen cap into the hearing aid, remove the tool and dispose it.



5. DAILY MAINTENANCE AND CLEANING

- (1) It is very important to keep the hearing aid clean and dry. Please be careful not to let water and other liquids enter the hearing aid during daily use.
- (2) Please clean the surface of the hearing aid every day, wipe the body with a dry cloth or paper towel, and use the matching cleaning brush to gently clean the receiver wire and microphone.



- (3) After wearing for a long time, earwax may be stained on the ear cap, please use a cleaning brush to clean it, or wipe it with a damp soft cloth. It should not be washed directly with water or liquid.



6. TROUBLESHOOTING GUIDE

Fault	Reason	Solution
Howling	Loose ear caps	Take off the ear caps and put them back on
	The ear caps are not the right size	Replace ear caps with appropriate size
	Excessive earwax	Clean ears
	Hearing aid volume is too loud	Turn down the volume or consult an audiologist
	Receiver wire cracked or damaged	Consult an audiologist
	When the hearing aid is placed in the charging compartment, the charging contacts are not in good contact	Cleaning the charging contacts of the hearing aids and charging box
	The charging box is out of power	Charge the charging box
Silent	Switch off	Turn on
	No battery or low battery	Timely charging
	The sound outlet of the receiver is blocked	Cleaning the Receiver Sound Outlet
Small Volumn	Volume set too low	Volume adjustment

	Battery is low	Charge or replace the battery in time
	Ear caps are too loose	Replace ear caps
	Clogged ear caps	Cleaning ear caps
	Excessive earwax	Clean the ear canal or seek medical attention
	Changes in hearing loss	Consult an audiologist
The hearing aid is placed in the charging compartment, but the indicator light is not on	Hearing aids are not placed correctly	Reposition so that the charging contacts make full contact
	The charging box is out of power	Charge the charging box

7. WEARING PRECAUTIONS

(1) Contraindications: This product is not suitable for individuals who have the following conditions:

① Absolute contraindications

- loss of auditory nerve;
- Sudden or rapidly progressive hearing loss;
- Recent sudden tinnitus or tinnitus in one ear;
- Unexplained deafness in one ear or apparently asymmetrical deafness;
- Pain in either ear;

② Relative contraindications

- Poor general condition; uncontrollable emotional state;
- Congenital atresia of the external ear or deformity of the external ear, a large number of foreign bodies in the external auditory canal;
- Unstable deafness with fluctuating degree of hearing loss;
- Symptoms such as headache, dizziness, earache, tinnitus and other obvious discomfortness;

- Sudden deafness, progressive rapid deafness, obvious unilateral deafness or other acute ear diseases in the past 3 months;
- Fluid in the middle ear with frequent discharge of pus;
- Central deafness, non-organic deafness;
- People with mild hearing loss (threshold value is 0 ~ 30dB), acute suppurative otitis media, and people who are allergic to this product.
- Acute otitis externa, otitis media, chronic suppurative otitis media (in the stage of purulent infection)

(2) Users should have a proper understand of the functions and effects of BTE hearing aids, have correct psychological preparation, and need a necessary psychological adaptation process before they can finally get used to using BTE hearing aids.

(3) Please read the user manual carefully and thoroughly before use.

(4) Excessive volume can lead to hearing loss. It is recommended to self-train in a quiet environment when wearing it for the first time and readjust after 2 to 3 months of use.

(5) This product is suitable for compensating hearing loss for deaf patients with normal auricle and external auditory canal.

(6) It is recommended to undergo a hearing test at the hospital before fitting a BTE hearing aid. If the users have otitis media or other diseases, they should seek treatment at the hospital. Use the product under a doctor's supervision.

(7) For users wearing behind-the-ear hearing aids for the first time, if the experience blockage in their ears or find the volume too loud, they should adjust the tightness of the earplugs and the volume. Typically, they will become accustomed to using the device within 3 months.

(8) If you experience howling, please select appropriate earplugs and ensure they fit snugly in your ear canal to prevent sound leakage.

(9) Do not use this product in explosive environments, and keep it away from chemicals.

(10) Avoid liquid flowing into the product, do not use it in high temperature, high humidity, vibration environment, and do not use detergent, industrial alcohol or gasoline to clean it. Please clean the product with medical alcohol before use to prevent

ear canal, skin allergies or damage.

(11) If it is not used for a long time, please put the BTE hearing aid out of the reach of children to prevent accidental ingestion or damage.

(12) The battery will overheat, catch fire and explode in an abnormal environment (high temperature, high humidity).

(13) After using for a period of time, the sound becomes smaller, indicating that the battery is insufficient, and it should be charged in time to avoid excessive discharge of the battery.

(14) Pay attention to three protections (heat, shock, damp) when storing, keep the inside of the machine clean, and do not use detergent, industrial alcohol or gasoline to clean.

(15) When suspending the use of the BTE hearing aid, please turn off the power to extend the battery life.

(16) When not in use for a long time, the power switch should be turned off, and the BTE hearing aid should be charged regularly to increase the service life of the BTE hearing aid.

(17) Please clean the earplugs and BTE hearing aids regularly to ensure the normal use of BTE hearing aids.


8. DAILY PRECAUTIONS

(1) Working environment

Ambient temperature range: 5°C ~ 40°C

Relative humidity range: ≤80%

Atmospheric pressure: 86kPa ~ 106kPa

Working environment: 3.7V , with relative error of +5%, -10%.

(2) Storage and transportation environment

Transportation: Use general means of transportation for transportation, and severe impact, vibration and rainwater splashing must be prevented during transportation;

Storage: The packaged product should be stored in a well-ventilated room with an ambient temperature range of 5°C to 40°C, a relative humidity range of ≤80%, no condensation, an atmospheric pressure of 86kPa to 106kPa, and no corrosive gases.

(3) Do not pull, twist, or press the BTE hearing aid and microphone forcefully, so as to avoid adverse phenomena such as abnormal sound quality or no sound.

(4) Under the following circumstances, please take off the behind-the-ear hearing aid

- ① When washing your face or taking a shower;
- ② When using a hair mask or dry hair cap;
- ③ When using hairspray;
- ④ When receiving high-frequency therapy or ultrasound therapy;
- ⑤ During high temperature sauna;
- ⑥ When outdoor activities suddenly encounter thunderstorm weather;

(5) Safe to use

① Danger: In order to avoid misoperation, keep BTE hearing aids away from underage children and pets;

② This behind-the-ear hearing aid is only suitable for hearing-impaired people;

③ The product cannot be bent to avoid damage to internal components;

(6) Daily maintenance and cleaning of behind-the-ear hearing aids

① Regularly check your BTE hearing aids;

② To clean your BTE hearing aid, wipe the BTE hearing aid with a soft cloth, or wipe it with a cotton swab; when wiping, it is recommended to use medical alcohol (concentration range is 70% to 75%)

③ Wiping method: Wet a soft cloth or cotton swab, twist it until it is semi-dry, and wipe the earphone components that are in contact with human skin, and then wear it after drying. It should be noted that after use or use, in order to prevent accidents such as unnecessary burns and fires, please do not contact with open flames;

(7) Use according to the rules

Please use the equipment within the lifespan of the product and components. When using the product, you must strictly follow the instructions. If the product components

are damaged, it is strictly prohibited to use.

(8) Periodic inspection

It is necessary to check the BTE hearing aids regularly to ensure that the BTE hearing aids are in good working condition.

(9) Moisture-proof

Moisture resistance is the core issue of BTE hearing aids, and it is also the key to normal use and prolonging the life of BTE hearing aids. Please avoid using or storing BTE hearing aids in humid environments to prolong the service life of BTE hearing aids.

(10) Waterproof

Please do not wear BTE hearing aids for swimming, and please take off BTE hearing aids when going out on rainy days. If the behind-the-ear hearing aid is accidentally dropped into the water, please do not dry it with a dryer. You can dry it with a soft, clean cotton cloth and let it dry naturally in a ventilated environment.

(11) Anti-high temperature BTE hearing aids should avoid high temperature or prolonged exposure to sunlight.

(12) Vibration should avoid falling to the ground or severe vibration and impact.

(13) The behind-the-ear hearing aid cannot be disassembled by non-professionals.

(14) Environmental protection

Do not discard waste electrical products at will, and must dispose of them in accordance with local laws and regulations to avoid environmental pollution.

9. TECHNICAL PARAMETERS

Parameter Name	EIEHEAR Alpha Hearing Aid Values
Max-OSPL90	$\leq 123\text{dB} + 3\text{dB}$
HFA-OSPL90	$117\text{dB} \pm 4\text{dB}$
HFA-FOG50	$33 \pm 5\text{dB}$
Frequency Range	$F1 \leq 300\text{Hz}, F2 \geq 4000\text{Hz}$
THD	$500/800/1600\text{Hz} \leq 2\% + 3$

EQ Input Noise	The actual measured value should be <38dB+3dB
Rated supply current consumption	Nominal 6.3mA And the actual test value should not be greater than 120% of the nominal value

10. FCC WARNING

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

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

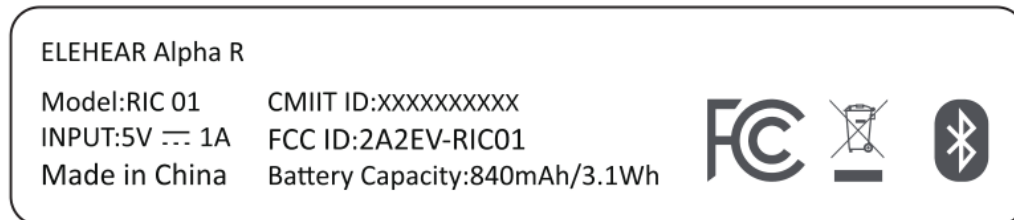
- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: 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 transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.



11. PRODUCT WARRANTY

(1)Warranty scope: All behind-the-ear hearing aid products produced by the company will enjoy free warranty if there is a failure caused by non-human factors within 12 months from the date of purchase.

(2)Warranty period: 12 months from the date of purchase

(3)Any of the following situations does not belong to the scope of free warranty :

- ①Damage caused by incorrect use or improper operation according to the instructions;
- ②Damage caused by self-disassembly, assembly of parts, etc.;
- ③Damage caused by force majeure (flood, fire, earthquake, etc.) .

Product name: ELEHEAR Alpha Hearing Aids

Production License:

Registration certificate number:

Product technical requirement number:

Registrant Name: Elevoc Technology Co., Ltd.

Address of the registrant: Shenzhen Bay Tech-Eco Park, Nanshan, Shenzhen, China

Name of manufacturer: Xiamen Wenatong Medical Technology Co., LTD

Manufacturing company address:

Room 805A, South Building A, Jianye Building, No. 96, Xiangxing Road, Hi-tech Torch Zone (Xiang'an) Industrial Zone, Xiamen

Product service life: 5 years

Hearing aids are electronic medical devices, and their service life can vary based on personal hearing conditions and how well they are maintained by the user.

Instructions preparation date: February 14, 2023