

# JINGHAO

## HEARING AIDS



### Instruction Manual Model: JH-W3



Please read this user manual thoroughly and completely before using the product.

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# 1 Safety and health information

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## Intended use

The JingHao hearing aids are a pair of user-fitted wireless airconduction hearing aids intended for use by individuals 18 years and older with perceived mild to moderate hearing impairment.

## Indications for use

The JingHao hearing aids are intended to amplify sound for individuals 18 years of age or older with perceived mild to moderate hearing impairment. They are adjusted by the user to meet the user's hearing needs. No pre-programming or hearing test is necessary. The device is intended for direct-to-consumer sale and use without the assistance of a hearing care professional.

## Clinical data

In a clinical study, people with mild to moderate hearing impairment generally experienced similar hearing benefit, and were more satisfied, when using the Bose self-fitting technology compared with professional fitting of the same device. There were no adverse events encountered during this study.

## Hearing health care information

This product may help you hear better if you:

- Strain to follow conversations when others don't, especially in noisy places.
- Have trouble understanding the TV.

This product may not be right for you if you:

- Consistently experience feedback (whistling) of the hearing aid when you turn up World Volume to a level that is comfortable for you, even after you have followed the suggestions in these Instructions for Use to make sure your hearing aid fits properly.
- Feel the hearing aid is not providing enough amplification even at the highest World Volume setting. A hearing health care professional may be able to help You select a different hearing aid solution to meet your needs.

You should see a hearing health care professional if you:

- Have a visible deformity of the ear.
- Have a current ear infection or a history of active discharge from one or both ears within the past 90 days.

- Have sudden or rapid progression of hearing loss within the past 90 days in one or both ears.
- Have acute or chronic dizziness, poor dexterity, poor vision, or significant dementia.
- Suspect that you have significant ear wax accumulation or a foreign object in the ear canal. Symptoms of significant ear wax accumulation can include itching in your ear, a feeling of fullness in your ear, and/or reduced hearing.
- Experience pain or discomfort in the ear.
- Have a noticeable difference in hearing between ears.
- Have sudden onset or rapid worsening of tinnitus (ringing in the ear) in one or both ears within the past 90 days.

This product will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. This product is designed to help you make greater use of your remaining hearing ability. You should keep in mind that it can take time to become accustomed to hearing new sounds.

For best results, practice using the hearing aids as much as possible. In most cases, infrequent use of the hearing aids doesn't permit you to attain full benefit from them.

The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.

It is good health practice for a person with a hearing loss to have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear). Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists, or otorhinolaryngologists. The purpose of a medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated.

Please read and keep all safety and use instructions.

## Important safety instructions

Only use attachments/componentsspecified by the manufacturer.

The battery provided with this product may present a risk of chemical burn if mishandled.

Please dispose of used batteries properly, following local regulations.

Do NOT use the hearing aids without the supplied eartips attached.



This product containsmagnetic material. Consult your physician on whether this might affect your implantable medical

### **WARNINGS**

- Do NOT store or replace batteries near where you store medication or near children. Battery ingestion can cause serious harm. If youthink that you or someone else has swallowed battery or placed a battery inside any part of the body, seek immediate medical attention.



Keep and store device and components out of reach of children. Contains small parts which may be a choking hazard.

- To prevent hearing damage:
  - Use appropriate hearing protection in loud environments. The hearing aids are NOT hearing protection devices.
  - Remove the hearing aids if you encounter any overly loud sounds.
- Do NOT use the hearing aids in explosive or oxygen-enriched atmospheres. Otherwise, a fire or explosion could occur.

### **WARNINGS**

- Check before using the hearing aidsin areas where electronics or wireless devices are restricted. This may cause interference.
- Do NOT resell the hearing aids or share them with others. They are intended for use by a single user. Using resold or shared hearing aids may lead to infection.
- Keep the product away from fire and excessive heat (e.g., from storage in direct sunlight, near candles, or in a hot car) to avoid burns or damage to product.
- Do NOT submerge in water, wear in the shower, or wear while participating in water sports, e.g.swimming, waterskiing, surfing, etc.Prolonged exposure to water may damage the hearing aids.

## **⚠ CAUTIONS**

- Be aware that some sounds may sound different when you're using the hearing aids. Keep this in mind when you need to be aware of your surroundings. You should adjust to this over time.

## **⚠ CAUTIONS**

- Consult a hearing care professional if you experience any unusual side effects and like skin irritation, excessive accumulation of ear wax, dizziness, change in your hearing, or if you think there may be a foreign object in your ear canal.
- When adjusting the World Volume, turn up gradually until you reach a comfortable listening level.
- Do NOT use the hearing aids or their components if any part of them is damaged, if they emit any loud unusual noise, if you experience a warming sensation, or if you experience loss of audio. If this happens, remove and power off the hearing aids immediately,  
then contact the Jinghao Team. Visit: [Jinghao.com](http://Jinghao.com)
- Do NOT make unauthorized alterations to this product.
- If the battery leaks, do NOT allow the liquid to come in contact with the skin or eyes. If contact is made, seek medical advice.

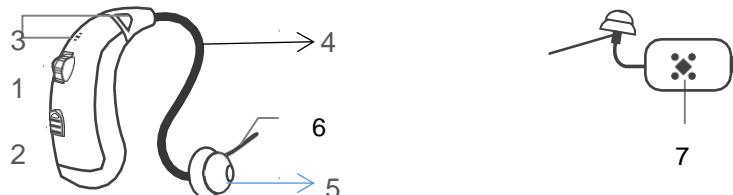
## 2 Set up the hearing aids

How to apply domes

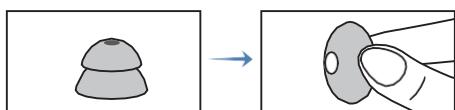
Left & right hearing AIDS markings Volume adjustment

Hearing mode change Replacing tubing

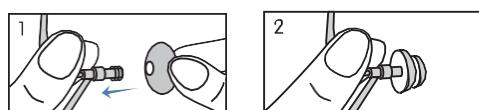
How to use the charging case



- 1. Volume Control / Turn ON/ Turn OFF
- 2. Hearing Mode Change
- 3. Microphones
- 4. Ear Tube
- 5. Ear Dome
- 6. Stabilization Bar
- 7. Charging contacts
- **【HOW TO APPLY DOMES】**
- Step 1: Choose a suitable size ear dome.
- Step 2: Push the ear dome rim membrane outward.



- Step 3: Hold on to the end of the hearing AIDS and push firmly to ensure that the dome is fastened securely.



- Notes:
- After the ear dome is installed, pull the ear dome gently to see if it is firmly installed and ensure the ear dome does not fall off easily.

- **⚠ WARNING:**

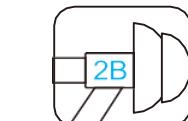
- It may be in few circumstances that the ear dome remain attached to the auditory meatus after the hearing aid is taken out. In that case, please ask a professional doctor to take the ear dome out. Do NOT deal with it yourself, you could easily cause further damage.

**【LEFT & RIGHT HEARING AIDS MARKINGS】**

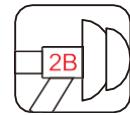
There is a R or L marking on the hearing AIDS. This will tell you if it is a left or a right hearing AIDS. Blue marking for left hearing AIDS. Red marking for right hearing AIDS.



Helpful Hints

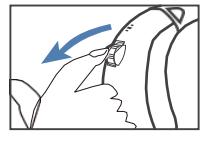
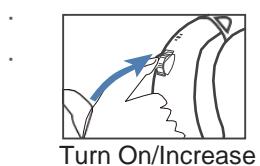


Blue marking



Red marking

- Minor irritation and/o. ....ay occur as your ear b..... J to having an object in it; if so, please contact your hearing professional. There are several different sizes of ear domes that may be more comfortable.
- If an actual allergic reaction occurs, alternative ear dome materials are available; contact your hearing professional.
- Severe swelling, discharge from the ear, excessive wax or other unusual conditions warrant immediate consultation with a physician.
- **【VOLUME ADJUSTMENT】**
- The volume adjustment has two functions. It functions as an on/off control and a volume control. The volume wheel has numbers on it from 0(minimum) to 3(maximum).
- On/Increase: Rotate volume wheel up
- Off/Decrease: Rotate volume wheel down



Note:

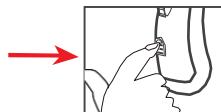
- The hearing AIDS built in with 'delay turn on' function. It will beep and then take a few seconds to begin amplifying sound when the hearing AIDS is turned on.
- To avoid a sudden blast of sound, please raise the volume slowly.

**【HEARING MODE CHANGE】**

The hearing AIDS has 4 different hearing modes.

You can cycle through the 4 hearing modes by press of the hearing mode button to change the hearing mode.

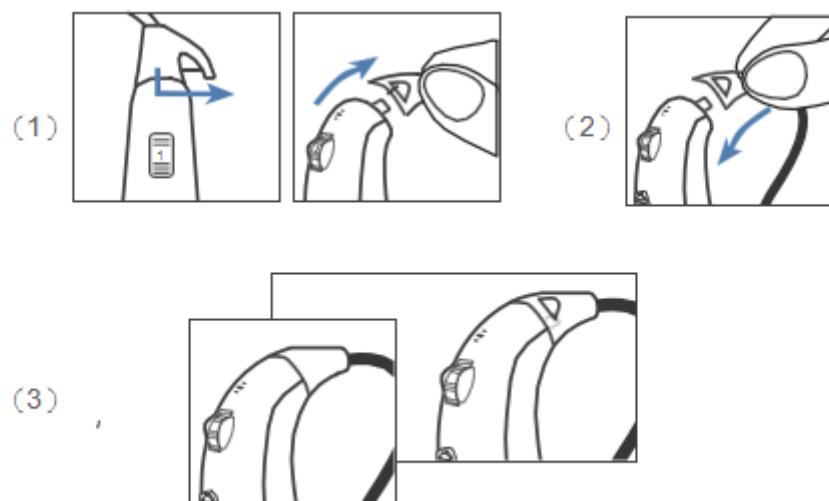
\* The hearing AIDS is designed with the memory function: The hearing AIDS can automatically record the previously tuned hearing mode.



Hearing Mode	Sound you will hear when activated	Mode
1	1 beeps ("beep")	Quiet
2	2 beeps ("beep beep")	Social
3	3 beeps ("beep beep beep")	Noise Reduction
4	4 beeps ("beep beep beep beep")	Restaurant

· **【REPLACING TUBING】**

- Remove tubing: Rotate tubing base 90° counter-clockwise and slide off. You may experience resistance when removing the tubing for the first time.
- Attach tubing: Gently push new tubing on.
- Make sure tubing base is flush with sides of hearing AIDS body when you are finished.



· **【HOW TO USE THE CHARGING CASE】**

- Make sure the hearing AIDS is turned off when charging. Plug the larger end of the charging cable into the power supply such as a power charger or your computer.

See the adapter specifications for the power adapter specifications.

- Plug the smaller end into the Micro USB port on the hearing AIDS charger case.
- The charging case will charge via the USB port on the case. When the case is charging, the indicator shows a blue solid light, and fully charged the indicator light will show a solid green light will be constant .

\*The fully charging case offers 3 full charging cycles for a pair of hearing AIDSs.

- The charging process will automatically stop when the case and hearing AIDSs are fully charged, so the hearing AIDSs can be safely left in the charger. Place it on a flat even surface away from exposure to moisture, dust, or extreme temperatures.



- 1.Charging slot of the hearing aid
- 2.Left-side hearing aid charging indicator
- 3.Right-side hearing aid charging indicator
- 4.Charging case charging indicator
- 5.Micro USB connection to external power supply

Light	Device	Meaning
Blue	Hearing AIDS or case	Charging
Solid Green	Hearing AIDSs or case	Fully charged
Flashing Green	Case only	Less than 20% power
Off	Hearing AIDS or case	Not charging

Note:

Charging case Low Power: The charging case indicator will flash green when the charging case battery drops below 20%, please charge the case.

When the hearing AIDS and case is not functioning properly, please check the “charging case troubleshooting table”. If none of the solutions work, please contact our after-sales service team.

All data in this manual, such as service time, charging time, continuous working time, and charging times are derived from our internal laboratory testing and meant for reference purposes only. Your exact usage and times may differ depending on various conditions and use patterns. It is a normal phenomenon to hear some high-pitched whistling or buzzing when the hearing AIDS is at a high volume level and not fitted well into the ear as a result of mic feedback. If this occurs,

lower the volume and adjust the hearing AIDS within the ear. Also check to make sure you are wearing the best size ear domes to ensure a proper fit in the ear canal, as this may also induce some minor feedback if not snug in the ear.

## 3 Hearing aid and app controls

- 1 .software installation
2. Connect the devices
- 3 . Connect the hearing aids and testing yourself
- 4 .the "Enhancement" setting
5. Save Data Files

### 3.1 software installation

\*The “Smart Hearing” app is compatible with Android and iOS. You can personalize your hearing experience.

Step 1:

Download the ‘Smart Hearing’ from the App Store or Google Play Store is free of charge.



iOS



Android

#### ⚠ Attention:

If you need to download the JH-SMART HEARING APP,

Please scan the corresponding QR code according to your operating system

\*iPhone® is a trademark of Apple Inc., registered in the U.S. and other countries.

Android™ is a trademark of Google Inc.IOS is a trademark of Cisco Inc.

Step 2:

Enable the Bluetooth on your phone, search the device name of “G.SoundBuds”

Step 3:

Tap to connect your hearing AIDS with your phone, you can adjust the volume and customized adjustment.

\*Search and connect the device name of “G.SoundBuds-L” or “G.SoundBuds-R”



#### WHAT CAN THE SMART Hearing APP DO?

You can use the Smart Hearing app to:

Adjust volume settings in your phone

Report for your hearing test

Customized hearing mode program

#### ⚠ Attention:

The “Smart Hearing” APP is non-medical device functions, and not meant to have any medical device functionality or purpose. Please use them accordingly.

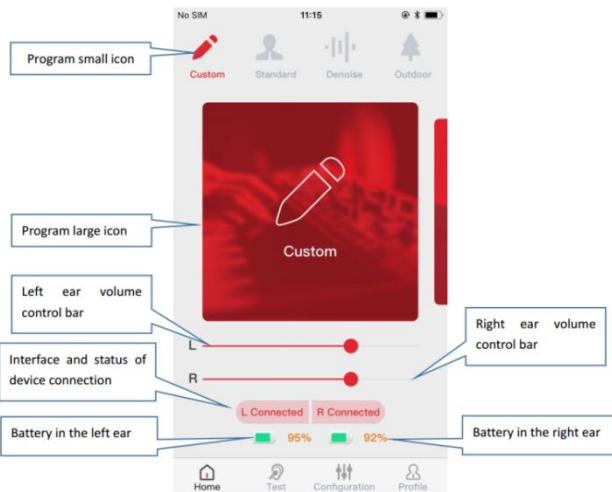
\*Choose the "Smart Hearing" App(App Version 1.0) feature and select Install. There are some features that are useful for the hearing care professional.

The app must only be used with G.SoundBuds devices for which it is intended, and G.SoundBuds takes no responsibility if the app is used with other devices.

If you would like a printed version of the user guide for a smart phone app, please consult customer support or go to our website.

### 3.2 HomePage direction for use

Welcome to use Jinghao Hearing Aid and JH Smart APP. The following is the function

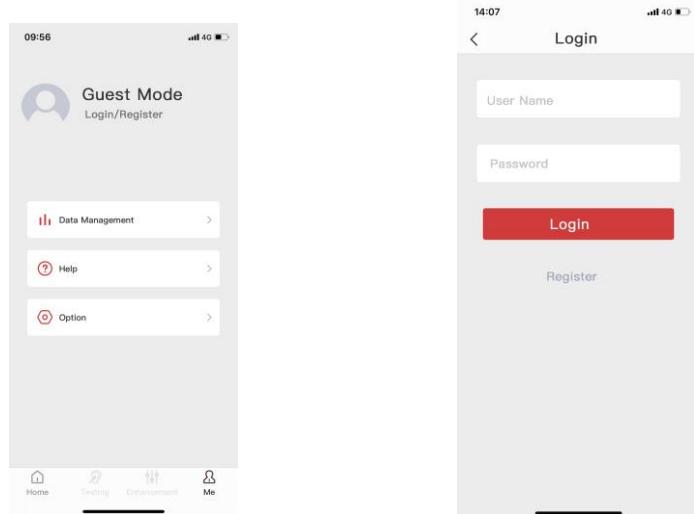


#### Description of the Home page each function module

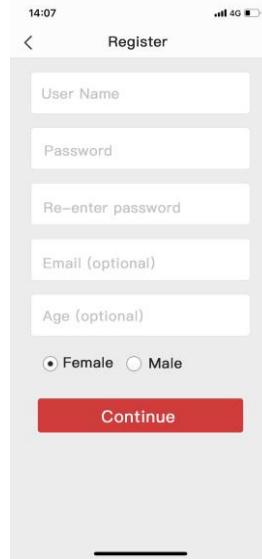
#### How to register for login:

If you need to log in, please click the "Login/Register" button at the top of the "Me" tab page to enter the login page.

If you have completed registration, please enter your user name in the "User Name" text box, enter your password in the password text box. Then click the "Login" button to complete the login operation, and the app will automatically return to the "Me" tab page.



If you have not completed the registration, please click the "Register" button at the bottom of the Login page to enter the Register page. On this page, enter your user name, Password, Re-enter password, Email (optional), Age (optional), and select your gender. After that, click the "Continue" button to complete the registration operation, and the app will automatically return to the "Login" page.



### 3.2. Connect the devices

- 1) Open the JH Smart APP and click "Connect Aids" or "Connect L" or "Connect R" on the Home page of the APP (Figure 1) to go to the "Bluetooth Devices" screen (Figure 2).
- 2) Click "Scan" and wait for the APP to display the list of valid devices nearby (Figure 3).
- 3) Select and click on your devices "G.SoundBuds-L" or "G.SoundBuds-R". The APP will then connect to your devices. When complete, a checkmark ("✓") will be displayed next to each device name (Figure4).

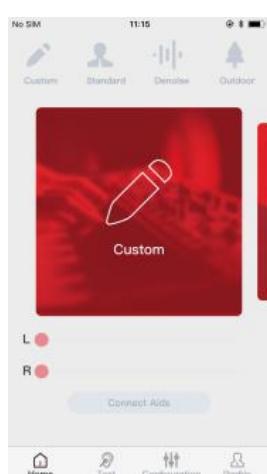


Figure 1

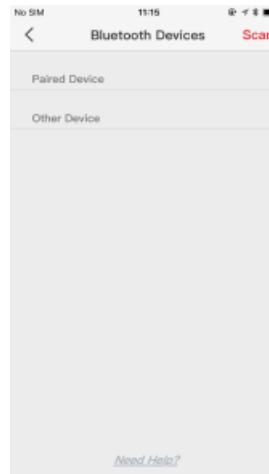


Figure 2

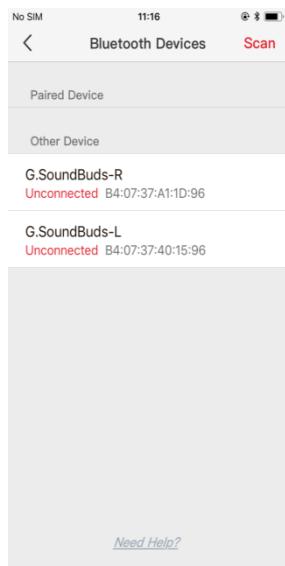


Figure3

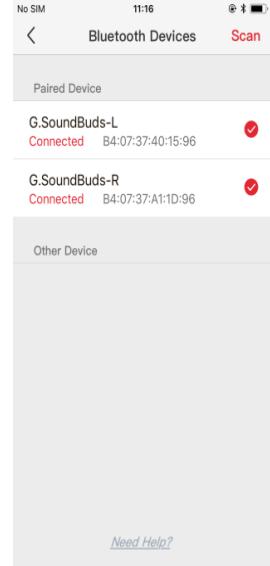


Figure 4

## 2. Disconnect the devices from the APP

- 1) On the homepage of APP, click "L Connected" or "R Connected" to enter the "Bluetooth Devices" screen (Figure 5) .
- 2) On each connected device, swipe to the left. You will see "Disconnect" appear next to the device (Figure 5) .
- 3) Click "Disconnect" and APP will disconnect the connection to the device (Figure 6) .

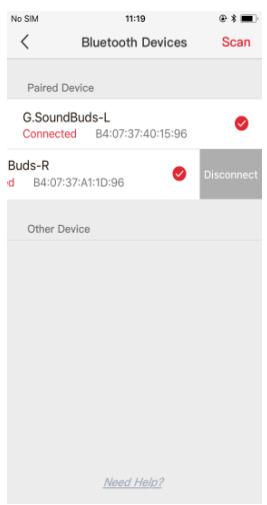


Figure5

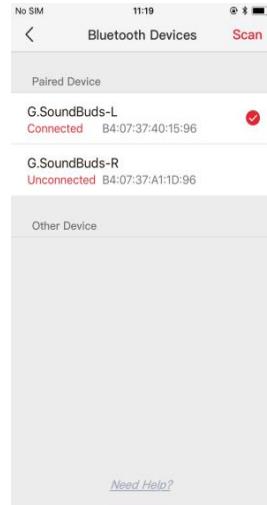


Figure6

## 3. Switching programs

In the APP, there are two ways to switch the program of your hearing aids.

### ◆ Method 1

On the top row of the homepage of APP, select the icon of the program you want and the hearing aids will switch to the specified program (Figure 7) .

## ◆ Method 2

You can also select the desired program by scrolling through the large icons on the APP homepage (Figure 7) .

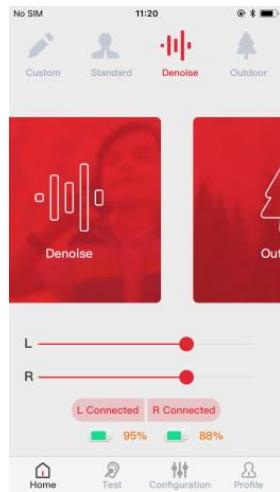


Figure 7

## 4. Volume Control

1) On the homepage of APP, move the red slider dot on the volume bar to increase or decrease the volume of the corresponding hearing aid (Figure 8) .

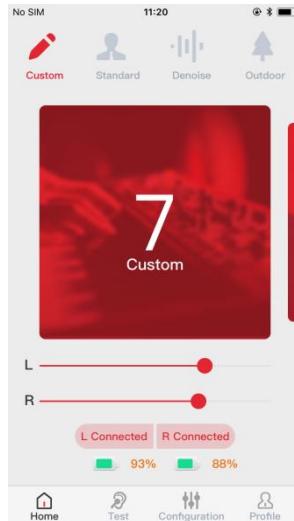


Figure 8

## 5. Battery charge level

- 1) On the home page of the App, the battery charge level of each connected device is displayed as a percentage under each Connection Status button.
- 2) When the battery level of the devices is too low, the battery charge level icons will be shown in red (Figure 9) You should charge your devices.

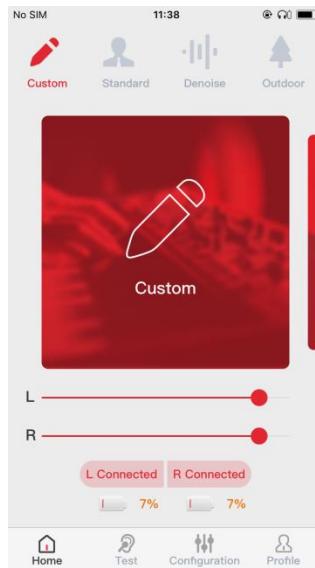


Figure 9

### 3.3 Connect the hearing aids and testing yourself

Welcome to use Jinghao hearing aid and JH Smart Hearing APP. This app allows you to perform a complete hearing test with your compatible hearing aids. The APP will automatically configure the hearing aids based on the results of your hearing test.

#### 1. Connect the hearing aids

- 1) While wearing the hearing aids have your iPhone ready and ensure that the Bluetooth function on the phone's system settings is connected to the hearing aids (Figure 1) .
- 2) Enter the "Bluetooth Devices" page from the homepage of the APP and connect to both the left and right hearing aids (Figure 2)



Figure 1

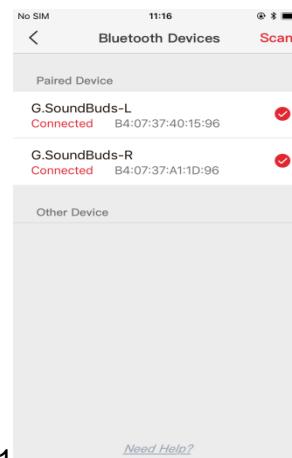


Figure 2

2. Find a quiet environment in which to perform the test

- 1) While situated in a quiet area, go to the "Testing" page of the APP. The APP will automatically detect the base noise level of the surrounding environment. If the ambient noise level is too high, the hearing test cannot be performed and the APP will not proceed to the next step. Please find a quiet environment to continue (Figure 3).
- 2) With the ambient noise level at an acceptable range, click "Next" (Figure 4).

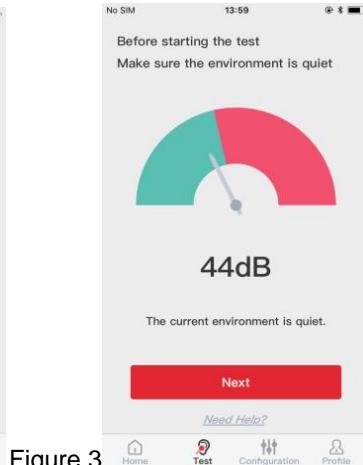
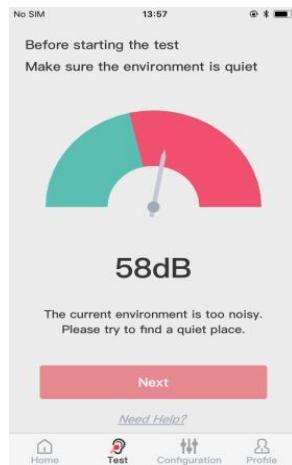


Figure 3

Figure 4

### 3. Maximize phone volume

- 1) Clicking the "Next" button on the page (Figure 5) will automatically turn the phone volume to maximum.

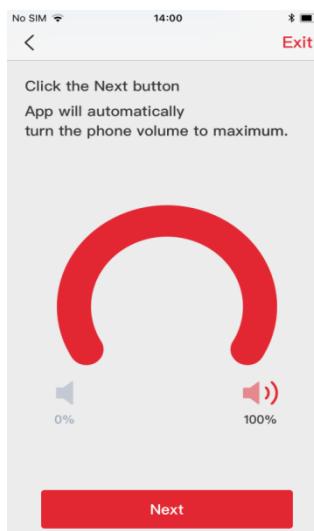


Figure 5

### 4. Left ear hearing test

- 1) As shown in Figure 6 on the left ear hearing test page, the APP will begin playing pure tones at different frequencies and decibel levels. When your left ear can hear the tone in the left ear hearing aid, click "Yes"; if you don't hear any tone, click "No".

2) As shown in Figure 7, the left ear test is complete after eight different frequency tests. Click "Next" to enter the right ear hearing test page.

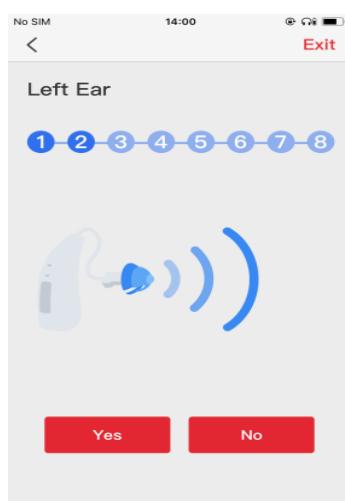


Figure 6

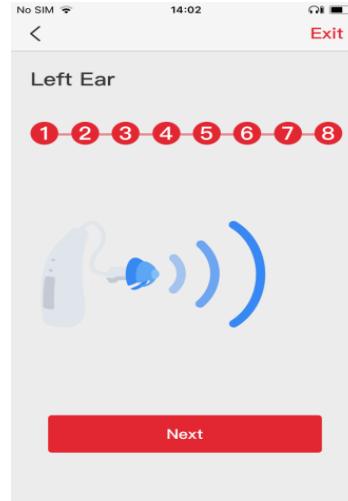


Figure 7

## 5. Right ear hearing test

- 1) As shown in Figure 8, complete the right ear test as you did for the left.
- 2) After completing the eight frequency tests on the right ear, click "View Results" to enter the page of hearing test result (As shown in Figure 9) .

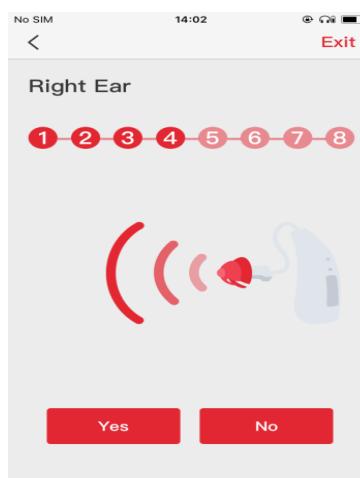


Figure 8

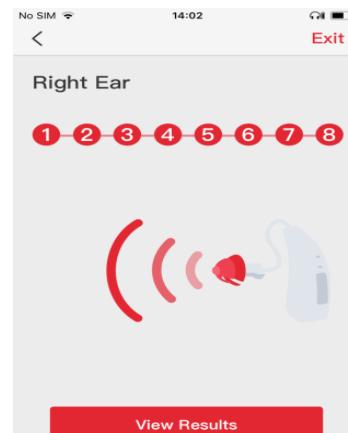


Figure 9

## 6. Hearing test result

- 1) The Test Result page (Figure 10) will display the audiogram of your hearing assessment test. To proceed select "Auto Setting". If you feel the results may not be accurate or would like to repeat the test prior to making setting changes to your hearing aids, select "Retest" to repeat the test.



Figure 10

## 7. Save and set automatically

- 1) If you selected "Auto Setting", the APP will display a pop-up dialog called "Save and Setting" (Figure 11) .
- 2) In the dialog, you can edit the name of the hearing test results to save or keep the system generated name.
- 3) Once you select "Save and Auto Setting", the hearing test results will be saved to the phone, and the hearing aids will be configured to better match the user's hearing loss characteristics.

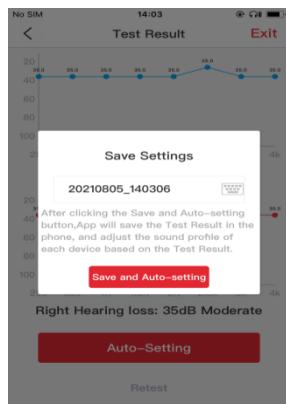


Figure 11

## 3.4 the "Enhancement" setting

Welcome to use Jinghao hearing aid and JH Smart Hearing APP. The following describes the "Enhancement" setting of the APP which includes five functions: "Auto-Setting", "Noise Reduction", "Directional", "Equalizer" and "MPO".

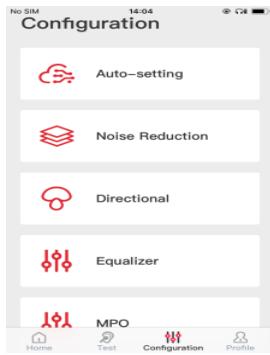


Figure 1

## 1. Auto-setting

In the "Auto-setting" page, you can configure your hearing aids to a specific audiogram setting by swiping to and selecting a specific pre-saved audiogram.

1) After selecting the desired audiogram, press "One key configure" to enter the selected audiogram's Test Result display. Click "One key configure" again, and the hearing aids will be configured with the appropriate settings to match the Test Results of that audiogram.



Figure 2



Figure 3

## 2. Noise Reduction

- 1) On this page, you can choose the intelligent noise reduction adaptive settings based on the scene setting of your environment.
- 2) If the current state of noise reduction is "Off", turn it "On". The "Home" scene will automatically be selected by default. You can then choose another scene setting or turn it off again if desired.

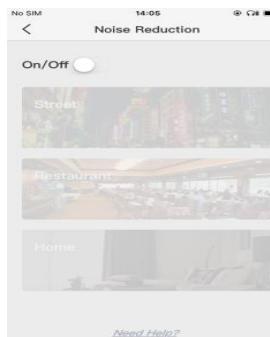


Figure 4

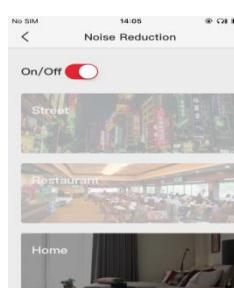


Figure 5

### 3. Directional

- 1) On the "Directional" page, you can swipe the icon to select the appropriate Directional mode.
- 2) Then press "Configure" and the hearing aids will adjust to the selected directional mode configuration.

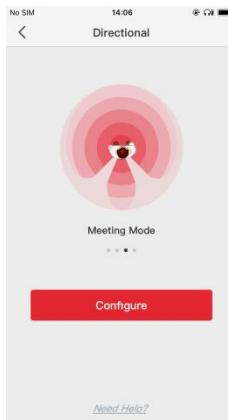


Figure 6

### 4. Equalizer

Note: The "Equalizer" function is for the professional persons to use. In order to avoid wrong operation, non-professionals please don't try.

- 1) In the "Equalizer" page, you can click "Left Ear" or "Right Ear" to adjust the left ear hearing aid or the right ear hearing aid.
- 2) You can select the small white ball on the frequency bar to be adjusted and slide it to the appropriate decibel value.
- 3) When you finished adjusting, click "Download", the APP will write and save the current adjustment data to the hearing aid, and the output sound of the hearing aid will change accordingly.

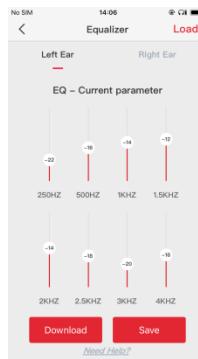


Figure 7

- 4) If you are satisfied with the Audition, click "Save", and the APP will save the current adjustment data to the phone. During the saving process, you can modify the file name in the pop-up prompt box.

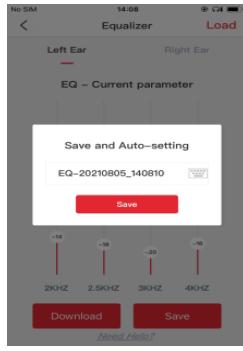


Figure 8

- 5) Click "Load" at the top right, you can select and load the "Equalizer" file that you saved to your phone.

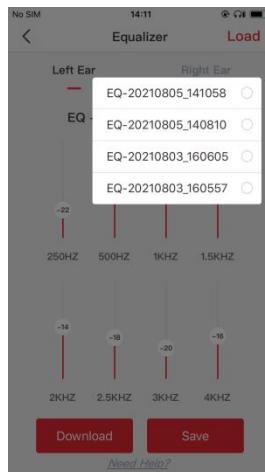


Figure 9

## 5. MPO

- 1) On the "MPO" page, select "Left Ear" or "Right Ear" to adjust the left or right ear hearing aid.
- 2) Select the small white ball on the MPO adjustment scale and slide it to the desired position and release it. The APP will automatically configure the selected MPO value into the selected hearing aid. Be sure to complete for both hearing aids.

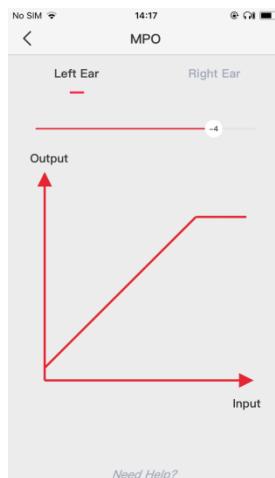


Figure 10

### 3.5 Save Data Files

Welcome to use Jinghao hearing aid and JH Smart Hearing APP. The following is the description of the functions of "Profile" in this APP, including three functional modules: "Save Data Files", "Help" and "Settings".

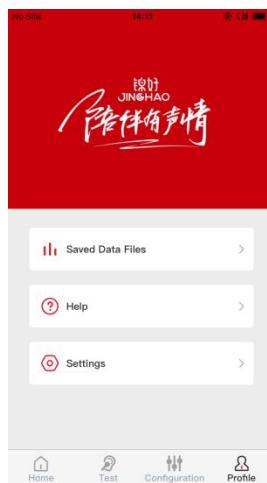


Figure 1

#### 1. Save Data Files

In the "Save Data Files" page, you can view, delete, or rename the saved "Hearing Test Result" files or "EQ Adjustment Result" files.

1) To Delete: select the file you want to delete and swipe to left. "Delete" will appear next to the file name. Press "Delete" to delete the file.

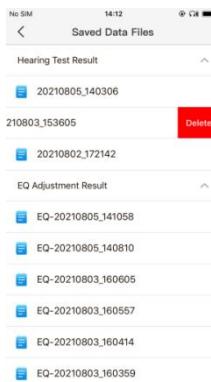


Figure 2

(2) To Rename: Select the name of the file you want to rename. In the pop-up Rename dialog, enter the desired name and press "Confirm".

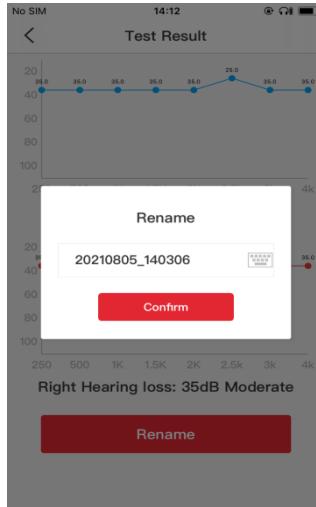


Figure 3

## 2. Help

In the "Help" section, you will find operating instructions of the APP and hearing aids.

## 3. Seting

The "Seting" section contains four parts: "My Devices", "Language Settings", "Version Update" and "About".

### 1). My Devices

As shown in Figure 4, on the "My Devices" page, you can view the device information, or perform operations such as "Find The Device" and "Factory Reset".

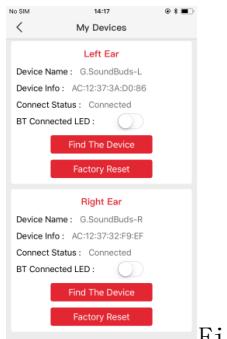


Figure 4

#### 1.1). Bluetooth connected indicator

As shown in Figure 4, after the hearing aid establishes a Bluetooth connection with the mobile phone, the Bluetooth connected indicator does not flash by default.

If you need the indicator to flash, please turn on the switch of "BT Connect LED", and the hearing aid will flash the indicator at intervals to prompt that Bluetooth is connected.

#### 1.2). Find The Device

As shown in Figure 4, when your hearing aid is connected to the app and you can't find it, then you can click the "Find The Device" button and follow the prompted steps. The app will cause the hearing aid to beep loudly to help you find it.

After you find the hearing aid, please click the "Found, Stop Beep" button in the app or restart the hearing aid. The hearing aid will stop beep and return to normal state.

### 1.3). Factory Reset

As shown in Figure 4, if you need to reset the hearing aid to the factory state, please click the "Factory Reset" button and follow the prompted steps. App will automatically reset the device to factory settings.

### 2). Language settings

After the APP is installed, the system language will be displayed by default according to your mobile phone system Settings (currently English and Chinese are supported) ; You can also modify the display language.

- (1) Select the language you want to display in the "APP Language" page (Figure 9) .
- (2) Click "Save" and the APP will automatically refresh the current display language.

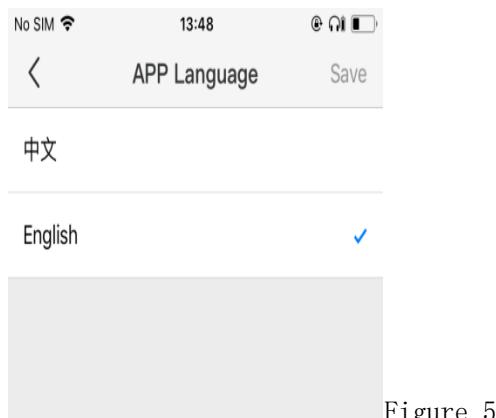


Figure 5

# 4 Care and maintenance

## MAINTENANCE AND CLEANING

### Daily maintenance

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.

### Care and maintenance

When not in use, store in a secure area away from small children and pets.

Do not place hearing AIDSs or charging case 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

#### Cleaning the ear tips



Remove any earwax buildup using the enclosed tool. Wipe clean with a tissue or soft cloth.

#### Cleaning Tool

Use a soft cloth or tissue to wipe any moisture, perspiration, or debris from the surface of the tool.

Note: Do not use alcohol or other cleaning solvents to clean the hook as this could damage the protective covering.

### HEARING AIDS CARE

Keep your hearing AIDSs clean. Extreme temperatures (heat or cold), moisture, and foreign substances can result in poor performance.

Use the cleaning brush tool or soft cloth to clean debris from around the buttons, microphones, and charging contacts; inspect the receiver, ear tips, and charging case regularly.

Never use water, solvents, cleaning fluids or oils to clean your hearing AIDS.

Charging contacts should always be kept clean and dry.

Always store your hearing AIDSs in the charging case when not in use or cleaning.

### Charging Case Care

Keep your charger clean. Heat, moisture and foreign materials can result in poor performance.

Using the provided cleaning brush keep the charging ports clear of debris.

Do not use water, solvents or cleaning fluids to clean the charging ports.

Keep lid closed as much as possible to avoid dust and debris build up.

-Store your charger in a clean and dry location, i.e. a dresser or shelf rather than the bathroom or kitchen.

To ensure the longest life of your rechargeable hearing amplifiers batteries and the batteries in the charger:

Fully charge hearing AIDS batteries every night.

#### **Service and Repair**

If, for any reason, your hearing aid does not operate properly, do NOT attempt to fix it yourself. Not only are you likely to violate any applicable warranties or insurance, you could easily cause further damage. Should your hearing AIDS fail or perform poorly, check the Troubleshooting Guide on the next page for possible solutions. If problems continue, contact us or your hearing professional for advice and assistance. Many common problems may be solved right in your hearing professional's office or clinic.

#### **WARNING:**

**DO NOT OPEN HEARING AIDS OR CHARGER, NO USER-SERVICEABLE PARTS INSIDE.**

## 5 Troubleshooting

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
No Sound	Battery fully discharged	Connect the hearing AIDS to the charging case for charging
	Volume too low	Increase volume if volume control available
	Device is not charged	Place charging the hearing AIDS until the indicator is lighted in green color
	Microphones are clogged	Clean out any debris from the mic holes
	Ear domes or speaker tip are clogged	Clean out any debris from the ear domes and receiver area with the cleaning brush
Hearing AIDS not loud enough, unclear or distorted	Low battery	Charge hearing AIDS
	Volume too low	Increase volume if volume control available
	Ear Domes are too loose	Hearing AIDS not inserted correctly into ear , wear it correctly
Hearing AIDS not loud enough, unclear or distorted	Earwax in ear dome	Clean out any debris from the ear domes and receiver area with the cleaning brush
	Hearing has changed	Contact you hearing care professional
Hearing AIDS too loud	Volume too loud	Decrease volume if volume control available
Hearing AIDS whistles	Hearing AIDS not inserted correctly into ear	Insert hearing AIDS correctly
	Ear domes are too loose	Hearing AIDS not inserted correctly into ear , wear it correctly
	Hearing AIDS not inserted correctly into charger	Insert hearing AIDS correctly into charger

hearing AIDS failure self-checking table

[Fault self- check] project	Possible Causes	SOLUTIONS
Indicator light of hearing AIDS does not light up when	Poor contact between hearing AIDS and charging case	Reinsert the hearing AIDS into the charging case
	Hearing AIDS not inserted correctly into charger	Insert hearing AIDS correctly into charger

hearing AIDS placed in charging inserts	Charger not connected to power source	Connect charger to external power supply
	Battery fully discharged	Wait five hours after placing hearing AIDS in charger, regardless of LED behavior
Hearing AIDS indicator lights are dark or dim	Battery fully discharged	Connect USB cable to charge
	Dirty charging contacts	Clean the contacts of the hearing AIDS and the charger
Charging does not start	Hearing AIDS not inserted correctly into charger	Insert hearing AIDS correctly into charger
	Charger battery depleted	Ensure the USB cable is connected to the Charging case plugged into power. The Case power status lights will show a solid blue to indicate charging.
Hearing AIDS whistling in the charger	Incorrect orientation	Reposition your hearing AIDSs in their slots, ensuring the contact points are touching the charge points in the case.

Charging case fault self-checking table

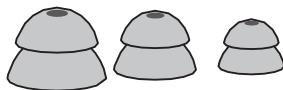
\*Note: If the problem persists, contact your hearing care professional for assistance.

#### Eartip types

Within each eartip size, there are two types of eartips: open and closed.

Closed eartips provide more

bass and allow you to comfortably use a higher World Volume setting.



Try another eartip type

During first-time setup, use the default open eartips and focus on finding the correct size for each ear.

After using the hearing aids for some time, though, if you feel like you need more amplification or hear whistling at higher World Volume settings, consider trying closed eartips.

Try another eartip size

If the eartips don't feel comfortable or secure, choose another eartip size.

note You may need to try all three eartip sizes or use a different size eartip for each ear.

Step 1:

Based on the sizing information on page 39, if the default size 2 eartips are too big, try size 1. If they're too small, try size 3.

Step 2: From the eartip packaging, select the pair of eartips that matches your current eartip type

Step 3: Change the eartips

# 6 Regulatory and legal information

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.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this 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.

## RF Exposure Information

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

## FCC ID: 2A39M-W3HEARING

Radio Technology: Bluetooth classic mode and Bluetooth Low Energy (BLE) and proprietary technologies.

Radio Transceiver Frequency Range: 2.4 to 2.4835 GHz Radio Receiver Bandwidth: 2MHz

Modulation Type: GFSK,  $\pi/4$ DQPSK, 8DPSK for BT

GFSK for BLE

This equipment has been tested and found to comply with the limits per CISPR 11 class B.



This symbol means the product must not be discarded as household waste, and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling helps protect natural resources, human health and the environment. For more information on disposal and recycling of this product, contact your local municipality, disposal service, or the shop where you bought this product.

## Operating Conditions:

Temperature Range: 32°F – 104°F (0°C – 40°C) Humidity Range: 0 – 95% RH

Pressure Range: 70 - 110 kPa

Storage/Transport Conditions:

Temperature Range: -13° F - 158° F (-10° C - 55° C) Humidity Range: 0 - 90% RH

Pressure Range: 70 - 110 kPa

Time to warm from minimum storage temperature before use:

1 hour (ambient temperature 68° F or 20° C)

Time to cool from maximum storage temperature before use:

1 hour (ambient temperature 68° F or 20° C)

Dimensions (Single Hearing Aid):

Overall with cable: 33 mm long x 23 mm wide x 18 mm thick Overall without cable: 30 mm long x 14 mm wide x 8 mm thick

Disposal: The JingHao hearing aids and components are electronic components which should be discarded in accordance with national, regional, and local regulations.

Expected Service Life of Product and Components: 5 Years

Classification: The hearing aids are classified as a Type B Applied Part, IEC 60601-2-66 



This product does not contain natural rubber latex.

This product is provided non-sterile.



Do NOT use if package is damaged.

The JingHao hearing aids comply with the following

domestic and international regulations for medical devices

IEC 60601-1:2005/A1:2012 IEC 60601-1-6:2010

IEC 60601-1-2:2014

FCC 47 Part 15.247

IEC 60601-2-66:2019

#### Features per ANSI/CTA-2051:2017

Feature Category	The JingHao hearing aids
Fixed or Level-Dependent Frequency Equalization	have level-dependent frequency equalization that is adjusted via user controls.
Level-Dependent Gain/Compression	utilize 4-channel wide dynamic range compression to make conversation easier without making loud sounds too loud.
Noise Reduction	make steady noises (like vacuum cleaners, air conditioners, etc.) less loud.
Signal-to-Noise Ratio Enhancement	have user-selectable directional microphones to emphasize sounds from in front, making conversations in noisy places easier.
Feedback Control	reduce feedback (whistling).
Personalization	are self-tuned by the user either via an app on a smart device (phone or tablet) or by using the on-device controls. Individual hearing thresholds are not required to personalize the amplification settings.
Coupling to the Ear	have a user-adjustable fit for greater comfort and better sound quality. The eartip is a soft, conical, open or closed tip that rests deep in the ear canal.
Wireless Connectivity	use Bluetooth technology to control the hearing aids via a paired smart device.
Guidance and Manufacturer's Declaration – Electromagnetic Emissions	
The hearing aid is intended for use in the electromagnetic environment specified below. The user of the hearing aid should assure that it is used in such an environment.	

Emissions Test	IEC60601 Test Level	Compliance Level	Electromagnetic Environment Guidance
RF emissions CISPR 11	Group 1	Group 1	The hearing aid uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF emissions CISPR 11	Class B	Class B	The hearing aid is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.
Guidance and Manufacturer's Declaration – Electromagnetic Immunity			
The hearing aid is intended for use in the electromagnetic environment specified below. The user of the hearing aid should assure that it is used in such an environment.			
Immunity Test	IEC60601 Test Level	Compliance Level	
Electrostatic discharge (ESD) IEC 61000-4-2	+/- 8 kV contact +/- 15 kV air	+/- 8 kV contact +/- 15 kV air	
Radiated RF EM Fields IEC 61000-4-3	10 V/m 80 MHz – 2.7 GHz 80% AM at 1 kHz	10 V/m 80 MHz – 2.7 GHz 80% AM at 1 kHz	

Measurements per ANSI S3.22:2014 (or per ANSI/CTA-2051:2017 where denoted with *)	Result
Maximum output (OSPL90) curve	See Figure 1
Maximum output (OSPL90)	112dB SPL
Fitted OSPL90	Up to 105 dB SPL
High-frequency average (HFA) OSPL90	105 dB SPL
High-frequency average full-on gain (HFA-FOG)	35dB
Reference test gain	27 dB
Frequency response curve	See Figure 2
Frequency range	< 250 – > 5000 Hz
Harmonic distortion	< 5% typical,
Equivalent input noise	< 25dB SPL typical,
Battery current drain	5 mA
Latency*	10 ms

Immunity Test	IEC60601 Test Level	Compliance Level
Proximity fields from RF wireless communications equipment IEC 61000-4-3	9 V/m; 710, 745, 780 MHz; Pulse modulation 18 Hz 9 V/m; 5240, 5500, 5785 MHz; Pulse modulation 217 Hz 27 V/m; 385 MHz; Pulse modulation 18 Hz 28 V/m; 450 MHz FM +/- 5kHz deviation; 1 kHz sine 28 V/m; 810, 870, 930 MHz; Pulse modulation 18 Hz 28 V/m; 1720, 1845, 1970, 2450 MHz; Pulse modulation 217 Hz	9 V/m; 710, 745, 780 MHz; Pulse modulation 18 Hz 9 V/m; 5240, 5500, 5785 MHz; Pulse modulation 217 Hz 27 V/m; 385 MHz; Pulse modulation 18 Hz 28 V/m; 450 MHz FM +/- 5kHz deviation; 1 kHz sine 28 V/m; 810, 870, 930 MHz; Pulse modulation 18 Hz 28 V/m; 1720, 1845, 1970, 2450 MHz; Pulse modulation 217 Hz

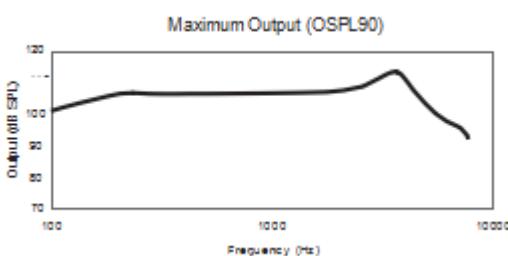


Figure 1: Nominal OSPL90 curve as measured in a 2 cc coupler

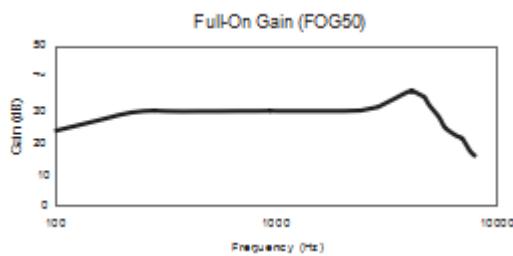


Figure 2: Nominal frequency response curve as measured in a 2 cc coupler.

Please complete and retain for your records

The serial numbers are located on the bottom of each hearing aid.

Serial number: \_\_\_\_\_ Model number:

BMD0012

Please keep your receipt with this document. Now is a good time to register your JingHao product. You can easily do this by going to [JingHao.com](http://JingHao.com)

Proper operation of your Jinghao product requires a safe, private, and secure operating environment. To ensure your security, Jinghao recommends following best practices for securing your home network and mobile device. For more information, refer to the US Federal Trade Commission's guidance on online security. Visit: [jinghao.com](http://jinghao.com)

The Privacy Policy is available at [jinghao.com](http://jinghao.com)

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Android and Google Play are trademarks of Google LLC. Wi-Fi is a registered trademark of Wi-Fi Alliance®.

Jinghao, SoundControl, and the JH-Smart app icon are trademarks of jinghao Corporation.

## Symbols and descriptions

Symbol	Description	Symbol	Description
<b>LOT.</b>	Batch code		Does not contain latex
	Bluetooth		Do not use if package is damaged
<b>REF</b>	Catalogue number	<b>S</b>	Downloads
	Caution	<b>O</b>	Forum
	Choking hazard		Magnetic material
	Consult instructions for use	<b>M</b>	Manufacturer
	Customer support	<b>d</b>	Non-sterile
	Date of Manufacture		Note

Symbol	Description
	Phone
<b>SN</b>	Serial number
<b>312</b>	Size 312 zinc-air battery
	Type B applied part
	Videos
	Waste Electrical and Electronic Equipment Directive symbol



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