



USER GUIDE

D9 series

D9 series Bluetooth Hearing Devices



Congratulations

Thank you for choosing a new rechargeable Bluetooth hearing devices——D9 series.

This is a multi-channel digital hearing device. It supports Bluetooth 5.0. By connecting mobile phones and other Bluetooth transmitters, you can easily make calls, listen to music, watch TV and other audio directly.

With superior sound quality and thoughtful design, when you are familiar with using D900, it will bring you a more exciting world with sound, bless you.

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Getting To Know Your Device



① Microphone

② Volume control/
Program switch

③ Charging contacts

④ Ear dome



Bluetooth



Rechargeable

How To Turn On/Off Devices

- Turn on

- Automatic: take it out of the charging box;
- Manual: press and hold the VC button for 5S to turn on.

- Turn off

- Automatic: put it back in the charging box;
- Manual: Press and hold the VC button for 5S to turn off.



Automatic



Manual

Adjusting Volume Levels

- When in amplifier mode:

- Short press the VC button on device to adjust the volume levels
- Volume levels change in cycle, such as 1...5...10...1...5...10.



- When in bluetooth mode:

Volume levels need to be adjusted on your phone.

***Tips:** You will hear a SINGLE beep when the volume is adjusted. DOUBLE beeps when volume limit has been reached.*

How To Change Programs

Long press the VC button on device for 2s to change programs. Programs change in cycle, such as 1-2-3-1-2-3

- P1: General Hearing Mode
- P2: Noise Reduction Hearing Mode
- P3: Outdoor Hearing Mode

you will hear the beep(s).



(Press and hold for 2s)

***Tips:** Devices will remember the setting that used last time.*

Programs Introduction

3 Programs	Environment	Alert
P1: General Hearing Mode	In a constant quiet environment like at home having a conversation with people.	Beep
P2: Noise Reduction Hearing Mode	In a noise restaurant having a conversation with people beside you.	Beep, beep
P3: Outdoor Hearing Mode	In a loud place with limited noise level around you.	Beep, beep,

How To Wear The Device

- Hold your hearing device with your thumb and forefinger.
- Gently insert the device into your ear canal.
- Gently push the hearing device into your ear until it feels comfortable in your canal.
- Make sure you insert the device as quickly as possible to avoid feedback.

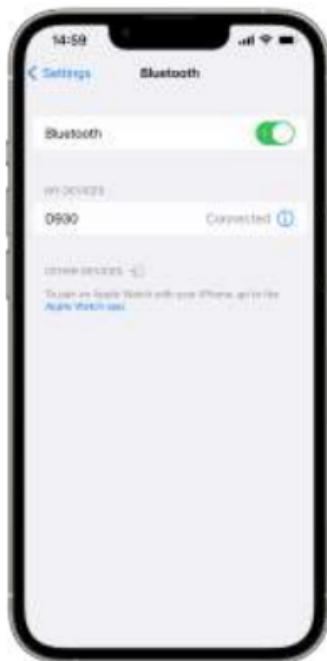


Tips:

- *To help wearing, you can pull the outer ear backwards and upwards with the opposite hand.*
- *The device would whistle for a while until the eartip feels secure and tight.*

Pair With Mobile Phone For The First Time

- Take the hearing device out of the charging box.
- Turn on the Bluetooth in your phone settings to allow the phone communicate with the device.
- You can wear it normally after pairing successfully.



Tips:

The First connection requires manual pairing, and the second and subsequent connections are automatic connections

(if the phone is difficult to connect, please connect manually).

When the mobile phone is not connected within 3 minutes after the signal search, the Bluetooth function will be turned off.

If the connection fails, please close the bluetooth page and open it again.

How To Make Calls And Listen To Music

After completing the pairing, wear your hearing devices.

- **Answer the call:** short press the VC button on one device to answer the call or press the answer on your mobile phone.
- **Hang up the call:** short press the VC button on one device to hang up the call or hang up on your mobile phone.



TELEPHONE



MUSIC



AMPLIFIER



TV

How To Make Calls And Listen To Music

After completing the pairing, wear your hearing devices.

Open the music/video on the mobile phone and play it, and then you can hear the music/video.

- **Stop playback:** short press the VC button to stop or stoping on the phone, and then the devices will automatically switch to amplifier mode.
- **Replay:** the Bluetooth connection is successful, play the audio again on your phone, and you can listen to the music through hearing devices again.



TELEPHONE



MUSIC



AMPLIFIER



TV

Prompt Tone

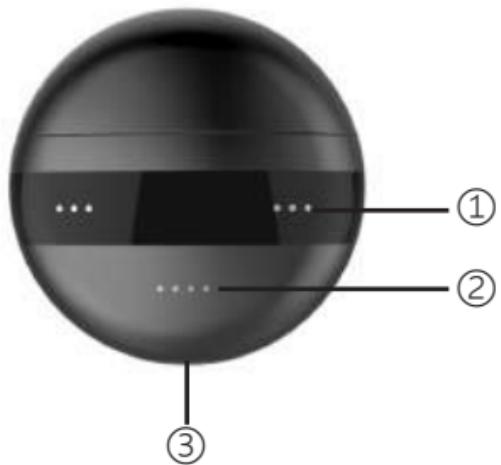
- Turn off devices: **POWER OFF**;
- Bluetooth connection is successful: **CONNECTED**.
- Bluetooth disconnected: **DISCONNECTED**.
- Low voltage prompt: **LOW BATTERY**

Tips:

After the Bluetooth connection is successful.

- *When you have been wearing the hearing devices, the Bluetooth will always be connected.*
- *When you turn off the hearing devices manually or put it back in the charging case, the Bluetooth will disconnect.*
- *When you turn on the hearing devices manually or take it out of the charging case, the Bluetooth will automatically connect again.*

Charging Box



Tips:

It takes 2-3 hours for a pair of devices to be fully charged, and the charging case will stop charging automatically.

① Power Indicator

- Charging: white
- Discharge: white
- Full charge: light off

② Devices Charging Indicators

- Charging: Breathing light white
- Full charge: lights off

③ Type-C charging interface

Indicator light ②	Box Electricity
○ ● ● ●	25%
○ ○ ● ●	50%
○ ○ ○ ●	75%
○ ○ ○ ○	100%

Charging The Hearing Devices

- This product includes the hearing devices and a charging case.
- Before using the hearing devices for the first time, it is recommended that you charge it for 3-4 hours.
- The hearing devices has a built-in and non-removable rechargeable battery.
- The charging case has a built-in and non-removable rechargeable battery.
- Be sure to keep the devices dry before charging.
- Please make sure to charge and use the hearing devices in the operating temperature range: +5° to +40° C (41° to 104° F).

Battery Reminder

- When the mobile phone is paired with Bluetooth, the hearing device function and the Bluetooth audio function exist at the same time, and they are automatically switched according to the user's operation needs.
- When the battery is low, the Bluetooth connection function will automatically disconnect and notice: low battery, please charge. At this time, the hearing device function can still last for about 10-30 minutes, and then the hearing device function is completely closed.
- The charging box of this product has a power storage function. It is recommended to maintain sufficient power for the power storage function to ensure the long-term battery life of the hearing device.

Hear Better In 4 Steps

STEP 1: Dome size

A right size eardome would feel secure and tight in your canal.

STEP 2: Programs

Choose the right program for your environment.

STEP 3: Volume

Slowly increasing the volume as needed.

STEP 4: MAINTENANCE

Clean your devices regularly and replace eardome as needed.

Maintenance

- **Daily maintenance your hearing devices**

After taking off the hearing devices, clean earwax and debris from the device eardome sound outlet and the microphone using the provided cleaning brush.

- **Weekly maintenance**

Wipe charging case and hearing devices body with a soft lint-free cloth. Cleaning the charging contact on devices and charging case with the provided cleaning brush.



- **Quarterly maintenance**

Replace the device ear domes every 2-3 months.

Changing Ear Dome

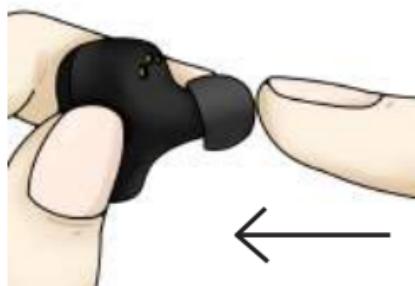
Removing the domes

- Pinch the body of the device, turn the eardome upside down.
- pinch under the dome and wiggle slightly to pull it off the device.



Installing the domes

- Tilte the eardome head at 45° .
- Fix the eardome on the device.
- Press the eardome head clockwise with your thumb until put it on.



TIPS:

- *Whistling/feedback occurs when amplified sound leaks out of the ear and returns to the device microphone and is re-amplified.*
- *If you experience feedback at higher volumes try changing a new dome with right size for you.*
- *For optimum performance, replace ear tip every one or two weeks. Any blockage inside your ear, like ear wax, can cause a feedback reaction.*
- *Avoid physical shock like dropping your device on a hard surface. Avoid exposure to moisture or heat. Store in a cool, dry place.*

Trouble Shooting

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
No Sound	Volume too low	Increase volume if volume control available
	Device is not charged	Place charging the hearing device until the indicator is lighted in white color
	Microphones are clogged	Clean out any debris from the mic holes
	Ear Domes clogged	Clean out any debris from the ear domes
Voices are low, very weak, or unclear	Low battery	Place the devices into the charging base to charge
	Ear Domes are too loose	Choose a suitable size ear dome, wear it correctly.
	Earwax in ear dome	Clean out any debris from the ear domes and receiver area with the cleaning brush
	Hearing has changed	Contact your physician to report any sudden drop in hearing

Trouble Shooting

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
Bluetooth connection	Hearing device cannot connect to your phone, or take a long time to connect	Make sure that your headphones are not connected to other devices, and that your device is not connected to other Bluetooth devices.
		<ol style="list-style-type: none">1. Put the devices into charging case and take out them.2. Long press the button on the device for 5s to turn them off. Turn them on again.3. Forget D930 on your smart phone's bluetooth setting. And then connect devices again.
	Your hearing device are connected to other phone	Turn off Bluetooth on other phone. It will immediately disconnect your hearing device from the phone. To reconnect your phone again
	Bluetooth connection is not stable and causes some interruptions	Try shortening the distance between your hearing device and device. Avoid solid barriers in between.

Trouble Shooting

SYMPTOM	POSSIBLE CAUSES	SOLUTIONS
Hearing devices whistling in the charger	Incorrect orientation	Ensure the USB cable is connected to the Charging base plugged into power. The base power status lights will blue to indicate charging.
	Charger battery depleted	Reposition your hearing devices in their slots, ensuring the contact points are touching the charge points in the base.
After the hearing device is connected, the hearing device indicator is not lit	Poor contact between hearing device and charging base	Reinsert the hearing device into the charging base
	Hearing device reverse	Check to see if the hearing device is reversed

Device Failure Self-Checking

[Fault self-check] project	Possible Causes	Solutions
Hearing device has no sound	The button time is too short to start	Long press the button for 3 seconds, restart
	Battery fully discharged	Connect the hearing device to the charging base for charging
The voice is very weak and unclear	Low battery	Connect the hearing device to the charging base for charging
	Volume is set too low	Increase volume if volume control available
	Ear Domes are too loose	Hearing device not inserted correctly into ear, wear it correctly
Hearing device plays notification sound	Indication for low battery	Charge hearing device

Device Failure Self-Checking

[Fault self-check] project	Possible Causes	Solution
Hearing device plays notification sound	Indication for low battery	Charge hearing device
Indicator light on hearing device does not light up when hearing device placed in charging inserts	Hearing device not inserted correctly into charger	Insert hearing device correctly into charger
	Charger not connected to power source	Connect charger to external power supply
	Battery fully discharged	Wait three hours after placing hearing device in charger, regardless of LED behavior

Device Failure Self-Checking

[Fault self-check] project	Possible Causes	Solution
After the hearing device is connected, the hearing device charging indicator is not lit	Poor contact between hearing device and charging base	Reinsert the hearing device into the charging base
	Hearing device reverse	Check to see if the hearing device is reversed
Hearing device indicator lights are dark or dim	Dirty charging contacts	Clean the contacts of the hearing device and the charger
Charging does not start	Hearing device not inserted correctly into charger	Insert hearing device correctly into charger

Technical Specification

Max-OSPL90	$\leq 120\text{dB}$
HAF-OSPL90	$106\pm 4\text{dB}$
FOG50	$\leq 42\text{dB}$
FHA Avg	$32\pm 3\text{dB}$
Frequency Range	$F1 \leq 350\text{Hz} \quad F2 \geq 4000\text{Hz}$
Eq.Input Noise Level	$\leq 32\text{dB}$
THD at	$500/800/1600\text{Hz} \leq 3\%$

Product Parameters

- **Bluetooth protocol:** HFP/A2DP/AVRCP
- **Bluetooth specification:** Bluetooth 5.0
- **Communication distance:** 6 meters (barrier-free)

- **Working hours:**

Music play only is up to about 6-7hours (affected by volume and audio content);

When the Bluetooth is disconnected, the hearing device function is up to about 35 hours;

- **Charging time:** 2-3 hours

Hearing device/charging case battery capacity: 70mAh/400mAh

***Tips:** The above specifications are laboratory testing data.*

Hearing Rehabilitation Plan

Hearing devices reproduce an abundance of sounds which frequently haven't been experienced for many years. Every person reacts differently the first time he or she wears hearing device. The familiarization phase therefore differs from person to person. Below is a rehabilitation plan for first time users or those using new hearing device.

Hearing Rehabilitation Plan

a) The First Stage (week 1)

1 to 2 hours wearing per day, you are suggested to wear in a relatively quiet environment to familiarize and distinguish various sounds.

b) The Second Stage (week 2)

4 to 8 hours wearing per day, you may wear your hearing devices and walk in a relatively quiet environment to listen around.

c) The Third Stage (week 3)

You may wear hearing devices and go to public areas. You may have dialogue with your friends.

d) The Fourth Stage (week 4)

You may prepare for traveling, go to supermarket, restaurant, participate in music concert or watch video. Then you may find many enjoyments in life with clear hearing again.

FCC Warning Statement

Changes or modifications not expressly approved by the parties

Responsibility for compliance may 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. The device is intended for use and can radiate radio frequency

energy, 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 device does cause Harmful interference to radio or television reception can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

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

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

HEARING BETTER
ENJOY LIFE