

Yeasound

User Guide

RIC800



WARNINGS



WARNING: If you are younger than 18, do not use this.

You should go to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 and older.

This OTC hearing aid is for users who are 18 and older. People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.

WARNING: When to See a Doctor

If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT).

- Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident.
- You saw blood, pus, or fluid coming out of your ear in the past 6 months.
- Your ear feels painful or uncomfortable.
- You have a lot of ear wax, or you think something could be in your ear.
- You get really dizzy or have a feeling of spinning or swaying (called vertigo).
- Your hearing changed suddenly in the past 6 months.

- Your hearing changes: it gets worse then gets better again.
- You have worse hearing in one ear.
- You hear ringing or buzzing in only one ear.

⚠️ WARNING: This hearing aid should not cause pain when inserting it

Remove this device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to FDA as an adverse event according to the instructions that appear later.

⚠ Do not service or maintain while in use with the patient.

⚠ The patient is an intended operator. After the hearing aid is personalized, it is only for personal use. Please do not lend it to others or borrow someone else's hearing aid.

⚠ Not used in conjunction with oxygen rich environments; Not intended for use with flammable anaesthetics; Not intended for use in conjunction with flammable agents.

⚠ For the safety of individuals with intellectual disabilities, the use of hearing aids should be supervised. Please keep the hearing aids in a location away from children, individuals with intellectual disabilities, and pets.

⚠ In case of accidental ingestion, seek immediate medical attention. Improper cable usage may result in choking.

CAUTIONS

⚠ This is not hearing protection

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.

⚠ The sound output should not be uncomfortable or painful

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you

consistently need to turn the volume down, you may need to further adjust your device.

⚠️ You might need medical help if a piece gets stuck in your ear

If any part of your hearing aid, like the eartip (dome), gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part further into your ear, injuring your eardrum or ear canal, possibly seriously.

NOTE

If you remain concerned, consult with a professional

If you try this device and continue to struggle with or remain concerned about

your hearing, you should consult with a hearing healthcare professional.

What you might expect when you start using a hearing aid

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss. People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices. If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially in situations that make

you tired from listening—for example, noisy environments.

Tell FDA about injuries, malfunctions, or other adverse events

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem.

FDA calls them “adverse events”, and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc.

Instructions for reporting are available at <https://www.fda.gov/Safety/MedWatch>, or call 1-800-FDA-1088. You can also download a form to mail to FDA.

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1.

Getting to Know Your Hearing Aids

- Introduction
- What's in the box
- Product overview

Introduction

1. Product name: Hearing Aids (RIC)

2. Hearing aid model specifications:

This guide is applicable to all products in the RIC800 series, including: RIC800 MP, RIC810 MP.

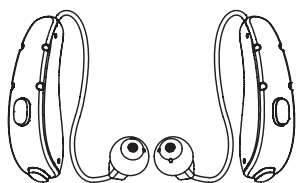
3. Intended use:

The hearing aids are intended to amplify sound for individuals aged 18 and older with perceived mild to moderate hearing impairment.

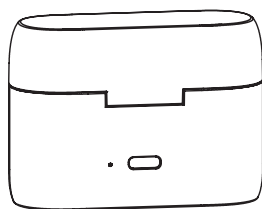
4. How to download online version of this guide:

Please visit: <https://www.yeasound.com/support>

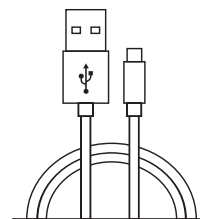
What's in the box



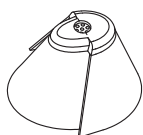
Hearing Aids



Charger Case



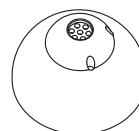
USB Cable



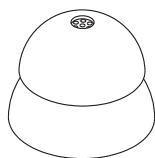
Tulip Domes



Open Domes



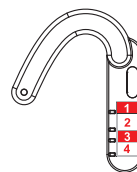
Closed Domes



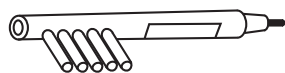
Power Domes



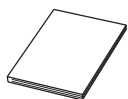
Wax Guards



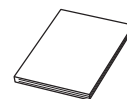
Wire Sizing Tool



Cleaning Brush



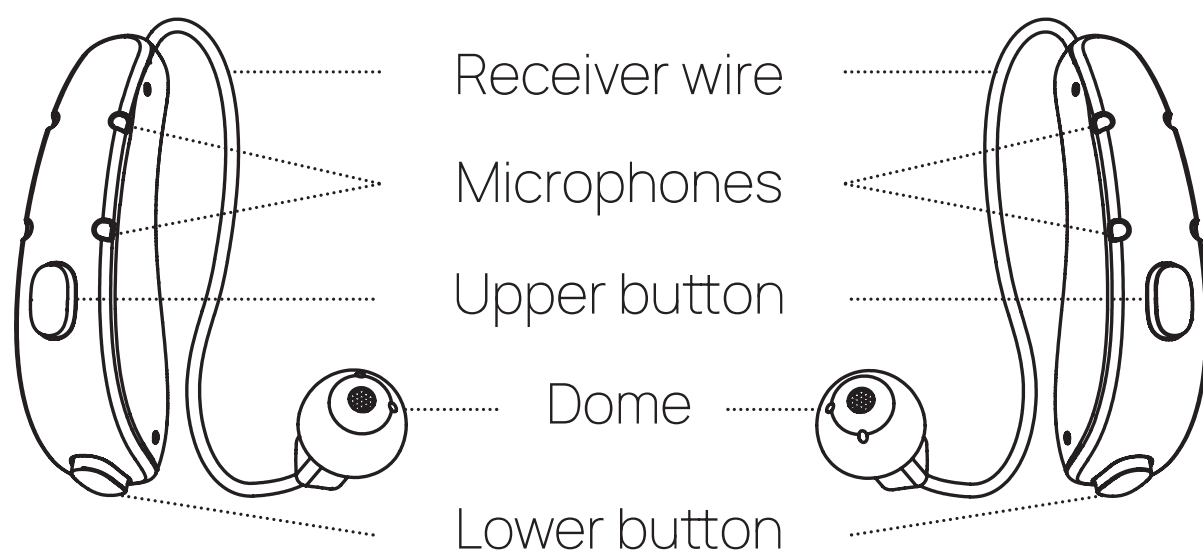
User Guide



Quick Start Guide

Product overview

Hearing aids overview



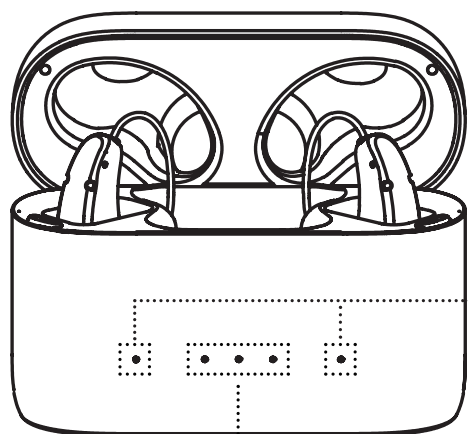
Left ear receiver
(blue)

Right ear receiver
(red)

i Note:

See **page 25** for details on the specific button functions.

Charger case overview



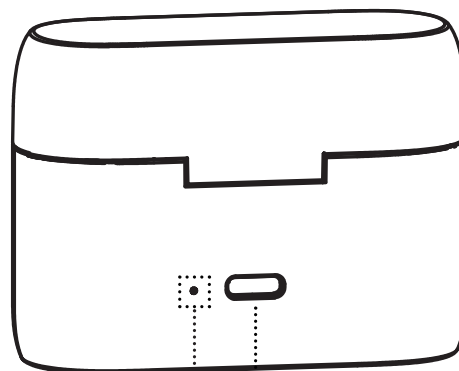
Flashing green - charging
Solid green- full charged

Hearing aids charging
status indicator

Hearing aids battery indicator

Flashing green/orange/red -
charging
Solid green/orange/red-
high/medium/low battery

Charger case battery and
charging status indicator



Type-C port

2.

How to Wear

- Put on the hearing aid
- Remove the hearing aid

! Attention:

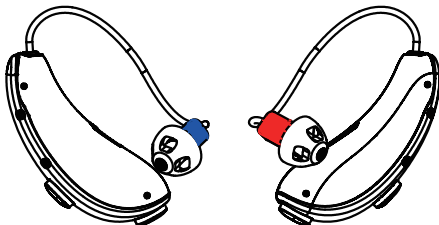
The use of hearing aids in the following scenarios is prohibited.

Do not use hearing aids during X-ray, magnetic resonance imaging (MRI), CT scans, or other medical treatments and radiation environments.

Remove the hearing aids in a timely manner to avoid demagnetization and damage.

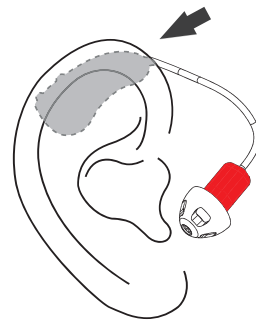
Put on the hearing aid

1



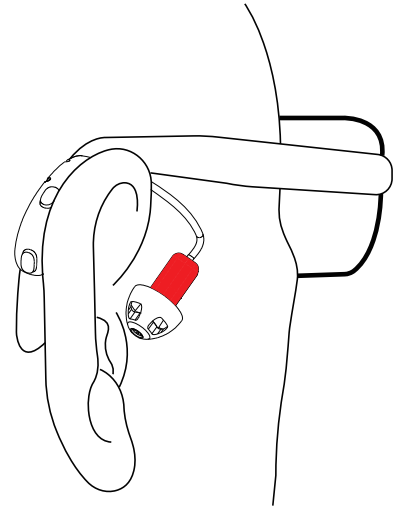
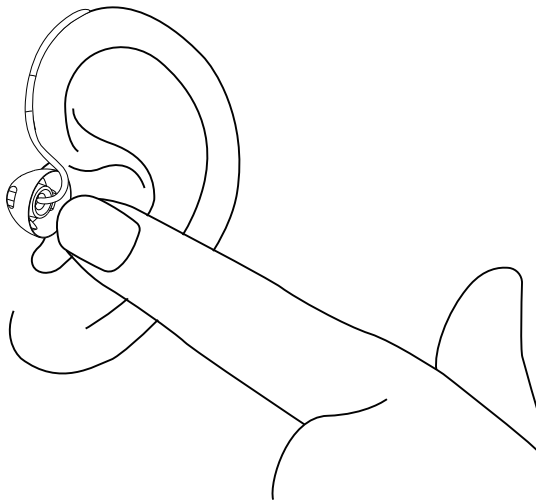
The left hearing aid has a blue receiver, and the right hearing aid has a red receiver.

2



Place the body of the hearing aid on the top of your ear.

3



Hold the receiver wire and gently insert the receiver into the ear canal. Adjust the position of the dome until the receiver wire is flat against your ear.

i Notes:

- If you have long hair, please tie your hair up.
- If you wear glasses, place the hearing aid between your glasses and ear.

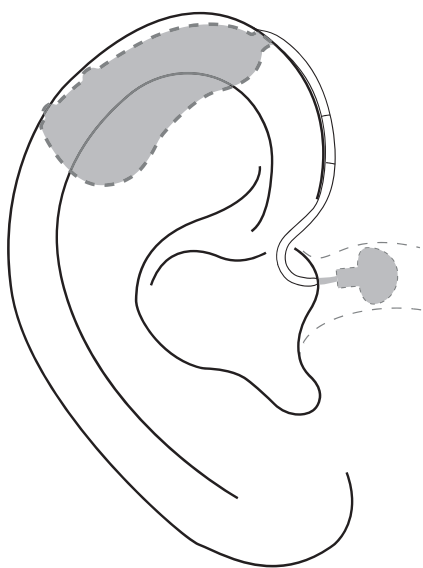
Notes:

- Initially, you may experience itchiness when first wearing the device. Take a few minutes to adjust it. If discomfort persists, please ensure that the domes are the correct size. (See **P65 Choose correct dome size** for details).
- Ensure that the domes are fully inserted into the ear, but not too deeply.
- When it is difficult to insert the dome, gently pull on the earlobe to open the ear canal for insertion.

Check for proper fit

- The hearing aid body is worn behind the ear.
- Ensure that the receiver wire runs close to the side of your head, and the dome is securely positioned in the ear canal.

Example of correct wear



i Note:

If you feel that hearing aid is too loose or the receiver wire is too tightly wrapped around your ear, check if the wire length suits your ear (see **P71 Measure your receiver wire size** for details).

Remove the hearing aid

Step 1: Hold the receiver wire near the dome, then gently pull out the dome from the ear canal.

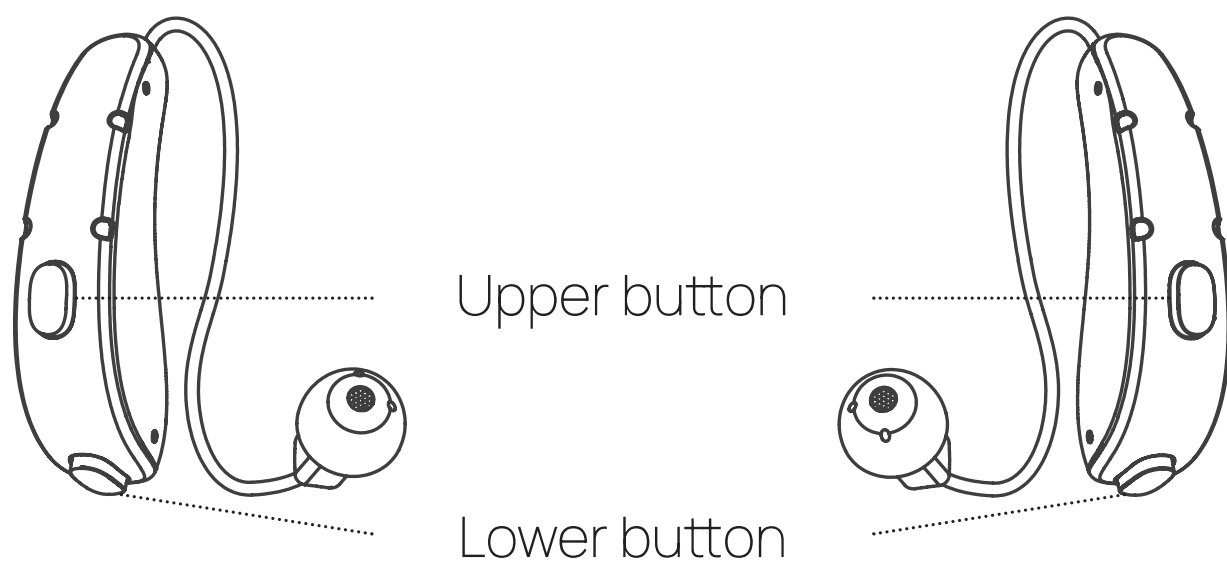
Step 2: Remove the main body of the hearing aid from your ear.

3.

Hearing Aids and App Control

- Use the buttons
- Power on
- Power off
- Volume control
- Bluetooth pairing
- Bluetooth streaming
- Bluetooth Auracast
- Talk to a phone with hearing aids
- Enter airplane mode
- Clear Bluetooth device list
- Download iYeasound app
- App control

Use the buttons



Left ear receiver
(blue)

Right ear receiver
(red)

With the control buttons, you can achieve the following functions.

Function	Operation
Volume up/ down	Press the upper/lower button.
Power on	Press the upper button for 1 seconds, then release it to power on.
Power off	Press the upper button for 5 seconds, then release it to power off.
Clear Bluetooth device list	Press and hold the lower button for 15 seconds, until you hear the tone "Clear Bluetooth Devices".
Enter airplane mode	Press the lower button for 7 seconds and release it.

Power on

Method 1: Press the upper button for 1 seconds, then release it.

Method 2: Take the hearing aids out of the charger case.

You will hear after 10 seconds (power on delay timer). Your hearing aids are only in pairing mode for 3 minutes after they are turned on.

Note:

To prevent whistling caused by handling and touching while wearing the hearing aids, there is a 10 seconds delayed power-on. During this time, you can wear the hearing aid or adjust its position as needed.

Power off

Method 1: Your hearing aids automatically turn off when you place them in the charger case.

Method 2: Press the upper button for 5 seconds, then release it.

You will hear a tone when the hearing aid turns off.

Note:

When the charger case is out of battery, the hearing aids cannot be powered off automatically. Please manually turn them off using the button and then place them back into the charger case.

Volume control

When powered on, the hearing aids will be set to the volume level they were at when last powered off. When pressing the buttons to increase or decrease the volume, you will hear a tone.

Increase volume: Press and release the upper button.

Decrease volume: Press and release the lower button.

Notes:

- The adjustments of volume of all programs are separated. After adjusting the volume, this volume will not automatically become the volume of all programs.
- You can choose whether to synchronize the volume for both ears on iYeasound app. See **page 36** for details.

Bluetooth pairing

Power on the hearing aids to enter pairing mode automatically within 3 minutes.

If you wish to connect the hearing aids to your phone after the initial 3 minutes, you need to reboot your hearing aids.

Bluetooth streaming

RIC800 hearing aids are compatible with iOS and Android devices, which allow for direct audio streaming, including hands-free phone calls from the latest models.

Bluetooth Auracast

RIC800 hearing aids are enabled for Auracast. Keep the hearing aids' bluetooth connected to the smartphone (supporting the Auracast mode) . Search for and enter the Auracast channel on the smartphone's Auracast page. Then, the hearing aids can receive the broadcast audio from the Transmitter, play Auracast audio without bluetooth connection.

Talk to a phone with hearing aids

You can still use your mobile phone as normal while wearing your hearing aids, but it may take time to find the best position to answer a call. The following suggestions can help you answer the phone better:

1. Tilt the phone's receiver edge slightly over the ear so that the sound can flow directly into the hearing aid's microphone.
2. When the mobile phone approaches, it may lead to whistling. In such instances, kindly allow the phone a brief moment to rest, enabling the hearing aid to effectively mitigate the feedback.
3. If whistling persists, you can slightly move the mobile phone away from your ear.
4. If you are speaking on a cellphone, you can also consider putting it on loudspeaker. Hold it close to your hearing aid if necessary.

Enter airplane mode

Press the lower button for 7 seconds until you hear the tone “Airplane Mode”.

Note:

After entering airplane mode, the Bluetooth feature of the hearing aids will be turned off.

Clear the Bluetooth device list

If you find unable to connect hearing aids with your phone, try to clear the lists and reconnect again.

Step 1: Wear both hearing aids on your ear and power them on.

Step 2: On both hearing aids, press and hold the lower buttons for 15 seconds until you hear the tone “Clear Bluetooth Devices”.

Step 3: Delete the hearing aids from the

Bluetooth list on your phone. All devices are cleared, restart the hearing aids and the hearing aids are ready to connect.

Download iYeasound app

You can download the mobile app **iYeasound** from the Apple Store or Google Play. Follow the instructions in the app to connect your hearing aids to your phone. After successfully connected, you can adjust the settings such as volume and programs.



For iOS



For Android

Note:

To use iYeasound, you must have **iOS 14** or later for Apple devices, and **Android 10** or later for Android devices.

i Notes:

- For the best hearing aid experience, it is recommended to prioritize the use of app for hearing aid control over the Bluetooth system of your phone.
- After powering on, the hearing aid automatically enters pairing mode for 3 minutes, and exits pairing mode at the end of the full 3 minutes.
If this time is exceeded, re-power on to enter pairing mode again.
- Apple and the Apple logo are trademarks of Apple Inc.
- Google Play and the Google Play logo are trademarks of Google LLC.

App control

Volume control

After connecting with the app, you can increase or decrease the volume of your hearing aids by clicking **+** and **–** on the home page. You can also make quick volume adjustment by dragging the volume progress bar.






Synchronize the volume

When **Sync** is enabled, adjusting the volume of either the left or right hearing aid will result in synchronized volume changes for both.



When **Sync** is turned off, you can adjust the volume for the left or right hearing aid independently.


Program switching

The hearing aids offer the following programs for you to choose from, allowing you to make program selections based on the specific scenario you are in. In the **Scene** on the iYeasound home page, you can switch the program of the connected hearing aid according to the current scene or ambient sound. Tapping the icon, the selected program will be automatically synchronized to both ears.

Programs	Recommended Scenarios
 Adaptive	Adaptive program can automatically analyze the current environmental sounds and switch to the most suitable program for you.
 General	General program is suitable for everyday use. If you don't want to switch programs frequently, the General program is recommended.
 Noisy	It is recommended for noisy environments such as restaurants, crowded shopping malls, etc.
 Outdoors	It is recommended for scenarios with high wind noise, such as cycling.
 Music	Music program can better preserve the tones and timbre of different musical instruments. It is recommended for scenarios such as listening to music or instruments like bell, flutes, violins, etc.

Directionality

Directionality	Description	Scenario
 All-Around	Facilitate the reception of sounds emanating from various directions, covering a wide range of situations.	Most scenes, such as home, shopping malls, and streets, when listening to music, and watching TV.
 Forward	Enhance your auditory perception, particularly in the presence of elevated ambient noise levels, so as to better discern sounds originating ahead of you.	Ideal for talking to people in noisy environments, such as restaurants, gatherings, parties, etc.

Directionality	Description	Scenario
 <p>Focus</p>	Focus on the sounds coming from directly in front of you, assisting you in attentively listening to the sounds originating from the front in noisy environments.	Ideal for maintaining focused communication with individuals directly in front of you in noisy environments.

Tinnitus Relief

RIC800 provides you with a tinnitus relief feature. By offering 6 different types of natural sound relief, you can customize your favorite sound to help alleviate the effects of tinnitus, such as stress and difficulty sleeping. You can still hear conversation while utilizing this feature.

Firmware vision

On the home page, click **Me > Device Management > Firmware Upgrade** to check the version information and update your hearing aids to the latest version.

4.

Charging

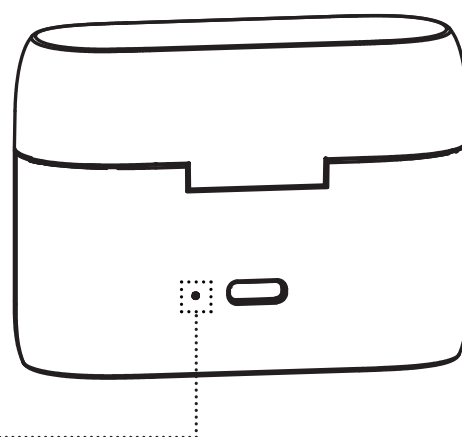
- Charge your hearing aids
- Charge your charger case
- Charging time and battery life

Charge your hearing aids

1. Check the light that indicates remaining battery level of the charger case on its back.

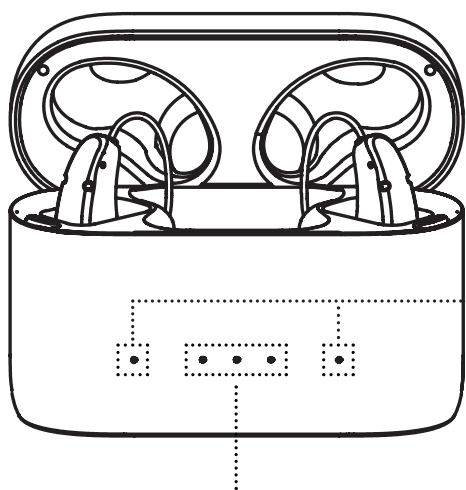
Solid green/orange/red-
high/medium/low battery
level of the charger case

Indicates the battery level
of the charger case



2. Place your hearing aids into the corresponding slots in the charger case.
3. Make sure the left and right hearing aid markings match the left (blue), right (red) indicators next to the charging slots.

4. The hearing aids are successfully charged if you see the indicator lights are flashing green.



Flashing green - charging
Solid green- full charged

Indicates the charging
status of the hearing aids

Indicates the battery level of the hearing aids

Number of Lights	Battery Level of the hearing aids
(((●)))	Fast blinking light – less than 5 % remaining
●	5-35 % remaining
● ●	35-70 % remaining
● ● ●	70-100 % remaining

! Attention:

- Do not use charger cases not specified by Yeasound to charge the hearing aids.
- Do not replace the battery privately. If you need to replace the battery, please send it to the Yeasound after-sales service at the following address: 1545 Route 73 Pennsauken Township, NJ 08110.

i Notes:

- If the hearing aids' indicator light flashes red after placing them into the charger case, it indicates a charging abnormality. Please take out the hearing aids from the case and wait for a few minutes then charge again.
- The maximum temperature of the hearing aids during charging can reach 44 °C. It is recommended to remove the hearing aids from the charger case and wear them when they no longer feel warm to the touch.

Charge your charger case

1. Plug the charger case into a power outlet via type-c cable.
2. The charger case is successfully charged if you see the indicator light is flashing.

i Note:

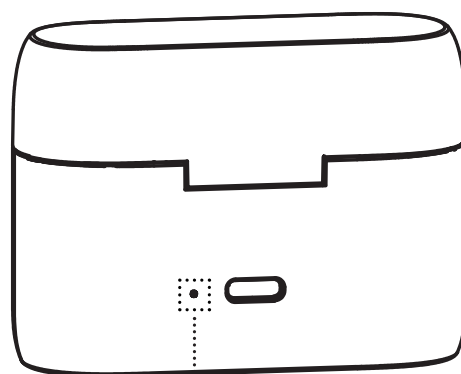
When the hearing aids are placed in the charger case, both the hearing aids and the charger case can be charged normally.

Flashing green/orange/red - charging

Solid green/orange/red - high/medium/low battery level of the charger case

Charger case battery and charging status indicator

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i Notes:

- Rated power supply voltage of charger case: 5V $\underline{=}$ 1 A. (If a power interface with a charging power lower than the rated value is used, the charging time will be extended accordingly).
- Please use a power adapter and the accompanying USB cable to charge the charger case.
- It is recommended to use a power adapter with an output of 5 V $\underline{=}$ 1 A. The power adapter should be FCC and UL certified, and should also have DOE/CEC energy efficiency certification.

Charging time and battery life

Charger Case	Hearing Aids
0 % charge to full charge takes 3 hours (with external 5 V == 1 A power adapter)	0 % charge to full charge takes 3 hours

Battery life:

The charger case is designed to fully charge the hearing aids up to 3 times on a single full charge.

5.

Adapt to Your Hearing Aids

- Adapt to hearing aids
- Adapt to sounds
- Suggestions

Adapt to hearing aids

If you experience ear pain or pressure when you first start wearing hearing aids, it may be due to your ears adjusting to the new object or because of poor fit or adaptation to the hearing aids. Ensure that the hearing aids are the correct size for you. If discomfort persists, consult your audiologist for adjustments.

Adapt to sounds

1. Noise: If you hear some noise, such as hissing, buzzing or static, when you first start using your hearing aid. This can be caused by the amplification and processing capabilities of the hearing aid. After the acclimatization period, these noises usually decrease.
2. Unaccustomed sounds: Hearing aids have a sound-enhancing effect that makes it possible for you to hear subtle sounds that you would not normally notice or hear. You will need some time to get used to it before it feels natural sounding.

3. Distorted or overly strong sound: The sound may be too strong or distorted at the beginning of the use of hearing aids. It takes some time to get used to.

i Note:

The quickest way to adapt to your new hearing aids is to practice listening with your hearing aid as much as you are able to until you can wear them comfortably all day. Hearing aids will not necessarily make sounds perfectly clear and you may still find it difficult to follow what people are saying in noisy places, like shops and restaurants, over a distance, or in groups.

Suggestions

1. Progressive use: Start by using your hearing aid in a relatively quiet environment and gradually increase the duration of use. This allows your ears and brain to adapt to the new sounds.
2. Professional support: If you do not feel comfortable, or if you experience pain or unusual noises, please seek professional assistance.
3. Patience: It may take time to get used to your hearing aids. Patiently acclimatizing yourself to new sounds and sensations can improve the adjustment process.