

FEH

user Manual for Bone conduction
Assistive Listening Headphones

Manufacturer Information

Registrant: Flying Eagle Health, Inc.

Registrant Address: 2 campbell ct, Amherst, MA01002

Manufacturer Name: Flying Eagle Health, Inc.

ManufacturerAddress: 2 campbell ct, Amherst, MA01002

production Date: Refer to the label or marking.

service Life: Three years.

After-sales service unit: Flying Eagle Health, Inc.

After-sales Address: 2 campbell ct, Amherst, MA01002

user Guidelines and precautions

user Guidelines

Before using this product, please carefully read this user manual. The purpose of this manual is to inform users of:

- The important operational steps that must be followed when using the bone conduction assistive listening headphones.
 - Errors that may lead to device malfunction.
 - Dangerous operations that may harm the device or the user.
- The company is not responsible for the safety, reliability, or performance of the device if any abnormal conditions or injuries arise due to errors explicitly warned against in this manual. Additionally, the company will not provide free repair services for such issues.

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version/status	compilation/Revision	DateRevision Notes
1.0	January8 , 2025	Initial version

precautions (procedures Necessary for Reliable operation)

This product is an assistive listening device intended for personal use by consumers. Before using, please carefully read the user manual and operate the device as instructed.

special Notes

- 1 .when using the product at home , thoroughly read the manual , or seek assistance from family members to understand it before operating the device.
- 2 .keep the device away from power supply facilities and electromagnetic environments. Ensure the ambient temperature and humidity do not exceed the allowable range for safe operation.
- 3 .use the device only at altitudes within the permissible range.
- 4 .Avoid using this product in noisy environments , as it may affect its performance and your hearing.
- 5 .Be cautious of pets in the household that may damage the product.

Environmental and Location Requirements for use

- 1 .keep the device away from electrical equipment, high-

- frequency radiation sources , and similar interference sources .
- 2 .Avoid humid conditions , water exposure , extreme air pressure , excessive humidity and temperature , poor ventilation , and environments with alkaline dust or acidic gases.
- 3 .Do not use the device outdoors during thunderstorms.
- 4 .Do not drop or subject the device to impact , as it may result in malfunction or damage.

precautions Before operation

- 1 . Avoid Hazardous storage:

Do not place or store this product in areas where it may fall or be pulled into bathtubs , showers , or other water-exposed locations. Always check the charging cable for damage before use , and never unplug the charging cable with wet hands.

- 2 . Handle cables with care:

Avoid pulling or yanking the cables and plugs forcefully , as this may lead to device malfunction .

- 3 . Battery charging safety:

- The device contains a built-in rechargeable lithium battery. Do not use the device while charging.

- use only adapters that meet national standards and safety requirements. The power input must not exceed DC 5V/2A.

- Disconnect the charging adapter promptly when the headphone indicator light turns off to prevent overcharging.

- 4 . If Damage occurs:

Do not use the product if the charging cable is damaged , the

device malfunctions, is dropped, or comes into contact with any liquids. contact the company or an authorized service center for assistance.

precautions During operation

1 . Foreign objects:

Do not insert foreign objects into the charging port.

2. Emergency situations:

If you experience discomfort or an emergency situation, immediately turn off the device and remove it.

3. Abnormal charging Behavior:

If you notice any unusual smells, excessive heat, or other anomalies during charging, immediately unplug the power adapter.

4. safe charging practices:

charge the device at room temperature using a household AC outlet. Do not charge near high-heat sources like stoves, as this may lead to smoke or fire.

5. Hearing Test:

Before using the headphones, ensure you have undergone a professional hearing examination and fitting.

6. protection:

keep the device dry, shockproof, and away from high temperatures.

7 . Avoid water Exposure:

Do not immerse the headphones in liquids. Remove them before swimming, showering, or bathing, and wait for your skin

to dry before putting them back on .

8 . storage After use:

After removing the headphones at night, store them in a box with a desiccant. Avoid exposure to light, high temperatures, or high humidity, and handle with care to prevent damage.

9 . Regular cleaning:

Maintain the cleanliness of the headphones by frequently wiping their surface and the areas in contact with the skin .

10 . Gentle operation:

use the function and volume control switches gently to avoid excessive force.

11 . Regular Maintenance:

Have the headphones serviced and inspected regularly at a fitting center to ensure they remain in optimal condition .

12 . preset parameters:

The headphones are preset before delivery and do not require regular calibration . If adjustments are needed, contact after-sales support.

Battery usage and Maintenance

1 . safe use of Rechargeable Batteries

1) use a recommended 5v charger and charging cable to

ensure battery life and safety, avoiding damage or explosion.

2) Do not expose the battery to high-temperature

environments, such as open flames, microwaves, or ovens, to prevent explosion or serious injury. Do not disassemble the battery. contact after-sales service for replacement if the

battery cannot be charged.

2. Battery Maintenance Instructions

- 1) Fully charge the battery during the first use with the device powered off, and continue charging for an additional 10 minutes.
- 2) charge the battery after each use , and try to use it after it is fully charged.
- 3) Rechargeable batteries are not disposable. If the device is unused for a long period , charge it fully and recharge it at least once a month to prevent over-discharge.
- 4) Built-in Battery: DC 3 . 7v lithium battery.

post-use Requirements

- After use , the device should be cleaned promptly.

personnel Requirements

- operators must carefully read the user manual before operating the device.
- Bone conduction assistive listening headphones are recommended for personal use only to prevent cross-infection.

Accessory Requirements

- only devices and accessories approved by the company should be used with this product.
- The use of unapproved devices or accessories may compromise the device's performance and safety. The

company shall not be held legally liable for any personal injury or economic loss resulting from such usage.

warnings

1 . End-of-service Life:

- It is recommended to stop using the product after its service life has expired. contact the retailer or company to purchase a new bone conduction assistive listening device.
- upon expiration , replaceable parts and the device should be disposed of in accordance with national electronic product disposal regulations to protect the environment.

2 . Do Not open:

- Do not open the device casing to avoid potential electric shock. Any repairs or upgrades must be performed by Flying Eagle Health, Inc. trained and authorized personnel.

3 . Avoid Liquid Exposure:

- Do not immerse the headphones in any liquid. prevent sweat from entering the device.

4 . High Temperatures:

- High temperatures can shorten the device's lifespan , damage the battery, or deform/melt plastic components.

5 . cosmetic products:

- Hair sprays , creams , and other cosmetics may damage the headphones. Remove the device before applying cosmetics.

6 . Infection precautions:

- users with suppurative otitis media should avoid wearing the headphones during discharge periods to prevent worsening

conditions or device damage.

7. waterproofing:

- The device must not be exposed to water. Remove it before bathing or washing your hair.

8. Microwave Therapy:

- Do not wear the headphones in microwave therapy rooms in hospitals.

9. sharp objects:

- Never insert sharp objects into the sound inlet or outlet.

10. cleaning Agents:

- Do not use potentially hazardous solvents to clean the device.

11. Hazardous Locations:

- In mines or explosive areas, turn off the headphones and only use them after confirming there is no danger.

12. Implanted Medical Devices:

- patients with implanted electronic devices (e.g., pacemakers) must not use this product.

13. High-Frequency surgical Equipment:

- The device must not be connected to a patient simultaneously with high-frequency surgical equipment.

14. Therapy Equipment proximity:

- using the headphones near shortwave or microwave therapy equipment (e.g., within 1 meter) may cause unstable output.

15. prohibited cleaning substances:

- Do not clean the device with harsh chemicals, detergents, or strong cleaning agents.

16. No Modifications:

- Modification of this device is prohibited. For damaged batteries, chargers, or other components, contact an authorized service center.

17. product Disposal:

- Disposal of the device must comply with applicable national laws and regulations.

product Introduction and Application Instructions

product Introduction

An assistive listening device essentially functions as an amplifier that enhances sound, enabling individuals with hearing loss to utilize their residual hearing more effectively. Bone conduction assistive listening headphones convert sound signals into vibration signals. The processor collects, amplifies, and processes the sound—such as by reducing noise—and then transmits the sound signals to the cochlea via vibrations of the skull through the bone conduction transducer.

product Model

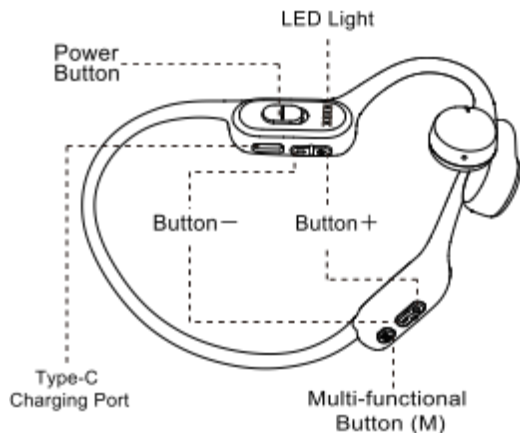
FE-21 01

structural components

This product consists of:

- Main unit: Includes an input transducer, signal conditioning unit, output transducer (bone vibrator), and a lithium battery.
- charging cable

Button and Structural Description



Target Users

1. Individuals with atresia or stenosis of the external auditory canal, congenital abnormalities of the middle ear, or chronic suppurative otitis media with recurrent discharge.
2. Patients with significant conductive hearing loss or those for whom standard air-conduction hearing aids are ineffective.
3. Suitable for both children and adults. Children and adults requiring special care should use the device under the supervision and guidance of a guardian.

Scope of Application

- Suitable for individuals with moderate, severe, and certain cases of profound sensorineural hearing loss, as well as conductive and mixed hearing loss.

Contraindications

1. Individuals experiencing significant symptoms such as headache, dizziness, ear pain, or tinnitus.
 2. Patients with unstable mental or psychological conditions who are still undergoing treatment.
 3. Individuals with ear canal inflammation or discharge that prevents the use of bone conduction hearing aids.
 4. Those allergic to the materials used in the product's casing, which are primarily composed of silicone, PC+ABS, and TPE.
- Technical Specifications

1 . safety category

- power source: Internal power supply
- Battery capacity: 3 . 7v, 170mAh

2 . service Life

- usage period: 3 years (excluding fragile and consumable parts)

3 . operating conditions

- Ambient Temperature: 0°C ~ 40c
- Relative Humidity: ≤ 80% RH
- Atmospheric pressure: 700 hpa ~ 1060 hpa

4 . Transportation and storage conditions

- Temperature Range: -10c ~ 55°C
- Humidity Range: ≤ 80% RH
- Atmospheric pressure Range: 700 hpa ~ 1060 hpa

Bluetooth specifications

1 . Bluetooth power and protocol

- Frequency Range: 2402 ~ 2480 MHZ
- occupied Bandwidth: 2 MHZ
- Transmission power: 0 ~ 1 8 dBm

2 . Bluetooth Modulation Type

- Type: GFSK

warning

Even if other devices meet the corresponding national emission standards , interference with the device or system may still occur.

wearing

place the assistive listening headphones with the left and right earpieces hooked over your ears. position the bone conduction transducers in front of your ears So they rest snugly against the bones of your skull . Refer to the diagram below for proper placement:



Assistive Listening Functions

1 . power on/off:

- power on: From the off state , toggle the switch to ON. The first white light flashes 3 times, accompanied by a voice prompt: "power on", and the device enters the default assistive listening mode.

- power off: From the on state , toggle the switch to OFF. The second white light flashes 3 times, accompanied by a voice prompt: "power off".

2. Independent volume Adjustment for Left/Right Ears:

- press the "+" button once to increase the assistive listening volume.
- press the "-" button once to decrease the assistive listening volume.

Headphone Function usage

1 . Bluetooth connection

1) pairing Mode:

- when powered on , double-click the multifunction M button to enter Bluetooth pairing mode.
- Enable Bluetooth on your phone, search for "FE-2101 ," and connect.

2) successful pairing:

- A voice prompt will indicate: "connected" .

2 . call Management

1)Answering calls:

- press the multifunction M button once to answer an incoming call .

2) Rejecting calls:

- Double-click the multifunction M button to reject the call .

3) Ending calls:

- press the multifunction M button once to end the call .

3. Music control

1) Track Navigation:

- previous Track: press and hold the "+" button on the left or right.
- Next Track: press and hold the "-" button on the left or right.

2) volume control:

- Increase volume: single-click the "+" button .
- Decrease volume: single-click the "-" button .

Factory Reset

- while powered on: press and hold both left and right volume "+" buttons simultaneously for 8 seconds to restore factory settings. The device will then reboot automatically.

Indicator Lights

Low Battery Indicator

- white light flashes once every 3 minutes, with a voice prompt: "Low Battery." charging status

1 . charging process:

- 25% charged: First white light flashes.
- 50% charged: second white light flashes.
- 75% charged: Third white light flashes.
- 100% charged: Fourth white light flashes.

2 . Fully charged:

- All four white lights remain steady.

sound pickup Mode

- Double-click the multifunction M button to switch between Hearing Assistance Mode and Bluetooth Mode.
- voice prompt: "wireless mode" or "amplifier mode" .

Hearing Assistance Mode

single-click the multifunction M button to toggle between:

- Indoor mode
- outdoor mode
- vocal mode

Device cleaning, Disinfection , and Maintenance

The hearing assistance device is a delicate and sensitive electronic device. proper care and maintenance ensure its longevity and reliability.

cleaning Instructions

use a lint-free soft cloth , dry cotton , or a sponge to wipe away oil and moisture from the outer shell of the device. Follow these guidelines to avoid damage:

- 1 . Ensure no liquids spill onto the device. keep the internal components free of any liquid entry.
- 2 . Be careful during wiping to ensure water does not enter the device.
- 3 . Avoid using any cleaning agents that contain wax.

Disinfection Instructions

- Before and after each use , disinfect the outer shell of the device with 75% medical alcohol .
- use a lint-free cloth soaked in alcohol and wipe the surface of the device twice. Allow the disinfectant to act for 3 minutes for effective sterilization .

Lithium Battery Maintenance

- 1 . Recycling and Disposal: Lithium batteries must be recycled and disposed of according to local regulations.
- 2 . Temperature control:
 - charging temperature: 0°C-45°C .
 - Discharging temperature: -20°C-60°C .
 - store batteries in a clean , dry, and ventilated environment.
- 3 . Battery Maintenance:

Avoid contact with corrosive substances , fire , or heat sources .

- If the device is not in use , charge it periodically to prevent battery damage.
 - To maintain battery health , recharge the device every ≤ 45 days.
 - The actual lifespan of the battery may vary depending on usage frequency and the number of charge-discharge cycles.
4. safety:
- Batteries may explode or leak if opened or burned , causing harm .
 - If the battery's performance becomes abnormal (e.g. , short usage time after charging or overheating during charging) , contact the manufacturer for safety checks immediately to prevent potential risks.

charging Instructions

use the provided charging cable to charge the device.

common Fault Analysis and Troubleshooting

Fault	cause Analysis	Troubleshooting Method
No sound in the hearing aid	Battery depleted	Recharge the battery
	Microphone port blockage	clean the microphone port
	switch malfunction	send for repair
weak or unclear sound	Battery insufficient	Recharge and use
	Improper gain setting	Clean applicable parts with alcohol or water
	Improper wearing or adjustment	wear the hearing aid correctly
cannot power on	Battery too low	charge the device; turn on after indicator light goes off
Noisy sound or short usage after charging	Battery too old , high internal resistance	Replace the battery

service and Maintenance procedures

- 1 . The company provides high-standard production for its products , So only minimal maintenance is needed . However, users are advised to service the instrument at least once a year or whenever issues are suspected. Re-inspections and corrections should be returned to the company.
2. The circuit diagram , parts list, and other information for this device are only provided to company-authorized repair personnel for maintenance purposes.

packing List and Replacement period of Accessories

Model FE-2101					
production Date/Batch Number Refer to packaging					
No.	part	Name	unit	Quantity	usage period/ Replacement period
1	Main	Main unit	piece	1	3years
2		charging cable	piece	1	subject to usage; recommended 12 months
3	Accessories	warranty card	piece	1	/
4		certifi cate of conformity	piece	1	/
5		user Manual	set		/

Note

The company'S Warranty terms are valid only if you use accessories recognized or provided by the company.

cable Information

No.	cable	Length	shielded
1	charging cable	≤1 meter	No

Toxicity Information Table for Electronic products

Names and content of toxic or harmful substances or elements in the product						
component Names	pb	Hg	cd	cr(V1)	PBB	PBDE
Mainboard PCB	■	■	■	■	■	■
surface-Mounted capacitor	■	■	■	■	■	■
Inductor	■	■	■	■	■	■
surface-Mounted Ferrite Bead	■	■	■	■	■	■
surface-Mounted Resistor	■	■	■	■	■	■
Transistor	■	■	■	■	■	■
speaker	■	■	■	■	■	■
chip	■	■	■	■	■	■
<p>○ : Indicates that the content of harmful substances in the material ofthe component complies with the limit requirements specified by GB/T26572 .</p> <p>x : Indicates that the content of harmful substances in the material ofthe component exceeds the requirements specified by GB/T 26572 .</p> <p>Note: components containing toxic or harmful substances or elements cannot be replaced with alternatives due to global development limitations .</p>						

After-sales service commitment

FEH , focused on family health , considers serving every customer who purchases our products to be our duty.

Therefore , we are committed to providing comprehensive pre-sale , after-sale consultation , and maintenance services. The bone conduction hearing aids come with a one-year warranty from the date of purchase , excluding damage caused by human error. The power cord , being a consumable item , has a six-month warranty. For purchasing , please contact our after-sales customer service.

Environmental protection

"The Earth is our home , and environmental protection depends on everyone." please do not dispose of discarded products casually; kindly return them to our company for centralized recycling. packaging materials should be disposed of according to household waste classification .

certificate of conformity

In accordance with product technical requirements , the bone conduction hearing aids produced by our company have successfully passed the factory quality inspection. A sample certificate of conformity is attached .

FCC Warning

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

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

NOTE 1: 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.

NOTE 2: Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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