

HearingAble

New sound, new life
ITE Hearing Aids



User Manual

NewSound Hearing Aid

IRIS10S

A/0

Microtech System, Inc.

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Preface

THANK YOU and WELCOME to NewSound's most innovative and reliable product, designed to enhance the quality of sounds in your everyday life!

*This user manual only applies to the IRIS10S.
In-the-canal (ITC) hearing instrument*

Intended use

This hearing instrument is an electronic device which amplifies sounds from the surrounding environment. It will help people with mild to moderate hearing loss or those who just want to enhance their ability to hear conversations in a noisy environment.








Precautions


For users with ear infection, it is suggested not to wear hearing instrument until ear normal condition restored or by following a doctor's advice. Please consult with your hearing healthcare professional first if you have any questions about your hearing or your hearing instrument.

THE MANUFACTURER RESERVES THE RIGHT TO MODIFY THE TECHNICAL SPECIFICATIONS OF THE PRODUCT WITHOUT ANY PRIOR NOTICE.

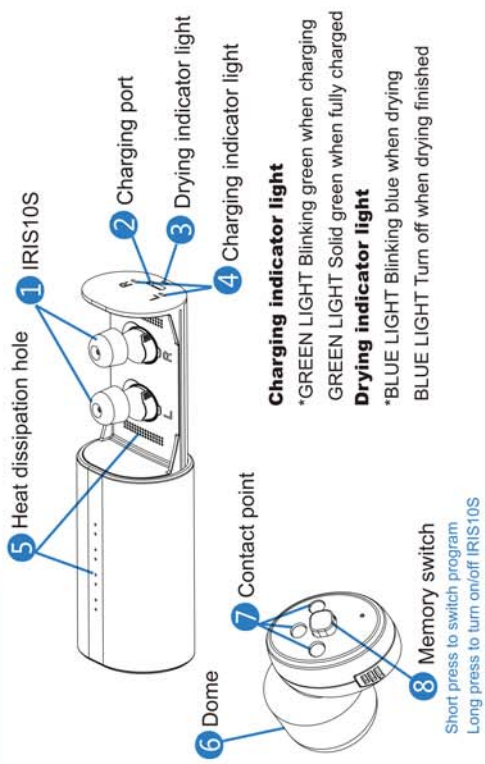
Hazard warnings and product safety

– Please read before using your hearing instrument the first time.

	 Hazard Warnings – relevant warning notices
	Never wear other people's hearing aid! It could permanently damage/affect your hearing.
	Avoid direct contact with force (e.g. smacking/slapping, wrestling or likewise sports) while wearing a hearing instrument, such impact could be harmful to your hearing.
	Do not wear hearing instrument in heavy industrial areas (mines, explosion sites).
	Hearing aid batteries are toxic. Keep out of reach of children and pets. If accidentally swallowed, consult physician immediately!
	If pain, skin irritation in the ear or excessive accelerated earwax, consult physician.
	In the unlikely case of the dome being stuck in your ear canal, after the removal of the sound tube from the ear, it is highly recommended, for you to see a physician for safe removal of the dome.

	<p>i Product Safety – relevant product handling and care</p>
i	<p>Do not drop hearing device onto a hard surface that can damage the instrument.</p>
	<p>Proper disposal of electronic products protects the health of people and the environment. This symbol means the hearing instrument may not be thrown away as normal daily waste. Hearing instrument should be disposed at intended electronic waste/recycle sites, or at your hearing care professional office.</p>

Features



Preparation

Kit Packaging included:

- IRIS10S device (2)
- User manual (1)
- Charing system (1)
- Battery door(2)
- Multifunctional brush (1)
- Magic dome (size: 10mm, 12mm)
- Memory foam set (size: S, M, L)

Battery

IRIS10S uses rechargeable nickel zinc battery and non-rechargeable 312A zinc air battery.

- IMPORTANT:** 1. Insert battery into the battery door compartment with the positive (+) side (flat side) faced up. If the battery is inserted incorrectly, the door will not close. Do not force close the battery door!
2. To maximize the extended life of the battery, keep the hearing instrument in the charging base when not in use for an extended period of time.

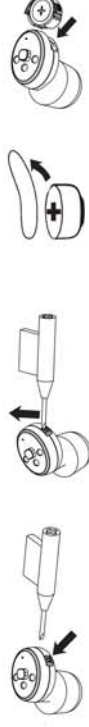
Warning: Do not attempt to keep the instrument with non-rechargeable 312A zinc air battery in the charging base for charging. The charging indication light will shine red or solid green.

Operation

Battery replacement

When you hear one short beep - signal alerting that battery is running low/out. Low battery alert will continue intermittently until battery gets replaced.

1. Turn off the hearing instrument by long press the memory switch.
2. Remove battery from battery door with multifunctional brush and remove the used battery.
3. Remove the protective foil cover from the new battery.
4. Insert the new battery and be sure the plus (+) faced up.
5. Close the battery door.



NOTE: Gentle handling - battery operation needs little effort. There should be no resistance at closing, for door can not close if battery is reversed.

Operation

Battery care

The sound quality may change after the first warning, this is normal and can be remedied by replacing with a fresh battery. To prevent dead battery corrosion inside your hearing instrument ALWAYS remove the battery if your instrument is not in use for long period of time. The performance of the hearing instrument greatly depends on the quality of the battery.

- 1) It is important to use high quality batteries since it helps prevent instrument from periodic malfunction.
- 2) Batteries shall be well kept in its original seal and package.
- 3) Never leave an old or dead battery in the hearing instrument. Leaving a dead battery inside the instrument for an extended period of time can cause battery leakage which can be damaging to the instrument.

Operation

How to Charge your hearing instrument



Step 1: Connect the cable with charging base



Step 2: Connect with adaptor and then connect to a power source, you can also connect to a computer USB port



Step 3: Put your hearing aid into relative charging slot. L stands for Left, and R stands for Right.

Warning: Do not use Power Bank as your power resource.

Notice: 1) Always put your hearing instrument into the charging station without a dome attached.

- 2) Always put your hearing instrument into the charging station when you do not use them.

Charging steps:

1. Once connected successfully, the **charging process** begins, and the charging indication light will SHINE GREEN.
2. The charging process will complete within 6 hours of charging, and the charging indication light will be SOLID GREEN.
3. The **drying process** will automatically start during the charging process. The drying indication light will SHINE BLUE.
4. The drying process will complete after 3 hours of drying, and the blue indication light will turn off.
5. Charging process will automatically shut off when battery is fully charged.
6. The charging process and drying process are both completed, now you can use the hearing instrument. One full charge will supply nearly 25 hours of use time.

Tips:

- * If you want to use the instrument before one full charge, it's ok, but the use time will be shorten.
- * If you want to use the instrument before drying process completed, it's ok. And there is no harm to the instrument.

NOTE: Once there is any exceptional situation of charging or drying, the light will shine red. You need to take out hearing instrument, scrub the instrument and then put in charging slot again.

Completely hearing instrument assembly

Your hearing instrument consists of two basic parts: The hearing instrument housing and the dome.

Select the best fit dome size will provide the most comfortable wearing experience. Memory foam can easily be 'pinched' to make the foam thinner, more compress, for ease of fitting. The memory foam will return to its original size after fitting.

NOTE: Make sure steps on dome exactly mount on the step on the hearing instrument.



ON and OFF function

Remove your hearing aid from the charging slot and hold the Program Button for 3-5 seconds until the unit turns ON. There will be a 3 second delay from the time the unit turns on until it amplifies sound, so that you can avoid feedback while setting it in your ear.

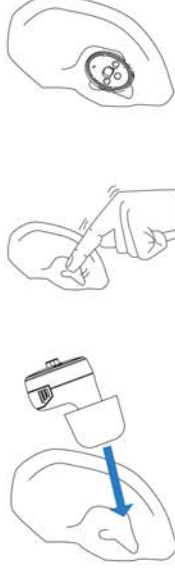
To turn your hearing aid OFF, hold down on the Program Button again for 3-5 seconds, it will emit beep lasting for about 2 seconds to show your instrument will turn off. Your hearing aid will also turn OFF automatically when you return it to the charging slot.

How to wear your instrument

Hold the IRIS10S between your thumb and index finger, using the hand on the same side of your hearing instrument.

Insert the instrument canal end first into the ear canal. Gently tug on your ear lobe with index finger, push the instrument into the best fit position.

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NOTE: Wear the IRIS10S in the right position as shown or you can adjust to your most comfortable position as every people's ear canal is different.

How to remove your hearing instrument

1. Place thumb behind your ear lobe and gently press your ear upward to push the instrument out of the ear canal.
2. Chewing movements of the jaw will help ease the instrument move out of the ear canal.
3. Grasp the protruding instrument and remove from ear canal.

WARNING: To prevent instrument damage from misuse, NEVER attempt to remove your instrument by pulling on the memory switch!

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Memory switch

Your hearing instrument can be programmed up to 4 different listening programs. Every time the IRIS10S is turned on, it will revert to the last program and volume set by the user. And it will automatically be in program 1 for the first time use. Other preset programs are for your specific needs that can be accessed by pressing the memory switch which will change program according to the preset sequence: 1, 2, 3 and 4. Your hearing instrument 'beeping' signal will help identify the preset programs. Example: program 1 will emit 1 beep, program 2 will emit 2 beeps, etc.

Standard program setting and recommended using environment:

	Program 1	Program 2	Program 3	Program 4
IRIS10S	Normal	Restaurant	Traffic	Outdoor

NOTE: The programs are preset by your hearing care professional or the manufacturer.

How to use the App

The user can customize the hearing mode by linking to the App on a Bluetooth Smart Device. The App is an easy way to make a personal profile of your hearing to customize the sound settings for your preferred listening comfort and needs.

1. Link your App

Step 1: Go to App Store or Google Play, search and download the 'IRIS10' App



Step 2: Make your hearing device power on and enable the Bluetooth on the phone first and then start IRIS10 APP.

Note: For iOS 9 or later, iPhone 5 or above; Anroid 6 or later.

Step 3: You can register your profile.



Step 4: Start the registration for your instrument, follow the steps as App guides;
 * Search your device, Select the LEFT or RIGHT ear to wear;
 * If you have two devices, please register them individually.



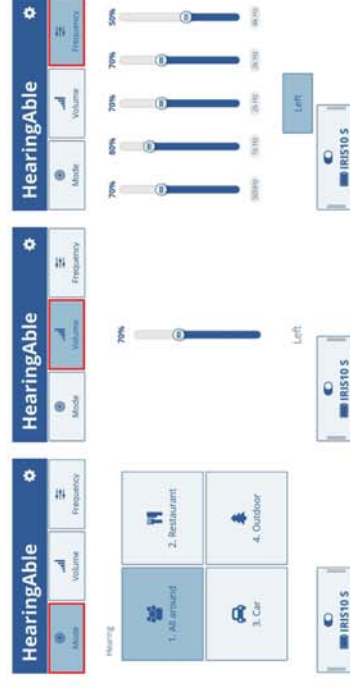
* You can turn the device on/off here.



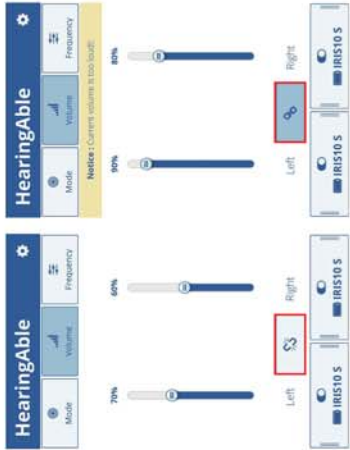
Step 5: Finished the registration.

Sound settings

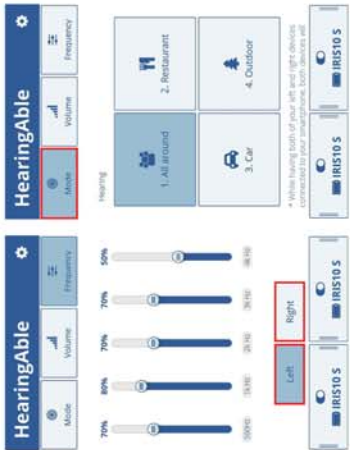
Adjust the Volume and Band according to your needs and choose the mode according to your environment.
When you are choosing your hearing mode, your hearing instrument will alert and help you identify which program you are using. When you select program 1 you will hear one beep, program 2 will emit two beeps, and so on.



Settings for using dual devices:
 If you wear two devices at the same time, you can customize the hearing experience for each device independently.
 Volume control:
 Touch the button in the bottom middle to lock or unlock each setting.
Lock: To adjust the volume for both ear devices at the same time.
Unlock: To adjust volume for each device independently.



Band adjustment:
 You can switch between Left and Right ear device to adjust the band setting for each device independently.
 Mode selection:
 By App (Recommended): Select mode for both ear devices at the same time.
 By Memory switch button (On device): Choose different modes for each ear manually as needed.



Maintenance

Troubleshooting

SYMPTOM	POSSIBLE CAUSE	SOLUTIONS
No sound or low sound	Low battery	Recharge the instrument
	Volume too low	Choose another program
	Sound outlet blocked or damaged	Clear up dome or contact hearing healthcare professional
	Built-in delay power ON feature	Wait a few seconds for the device to turned on
	Hearing instrument not fitted well in the ear.	Remove and reinsert the instrument
	Excessive ear wax built-up	Remove/clear wax built-up or contact your hearing care professional
Whistling, feedback	Excessive earwax in your ear	Contact your hearing care professional
	Volume too loud/high	Choose another program
	The instrument was not fitted well in the ear	Re-adjust or re-insert the instrument

SYMPTOM	POSSIBLE CAUSE	SOLUTIONS
Sound: distorted, unclear, intermittent, too much bass, static	Low or dead battery	Recharge the instrument
	Sound outlet blocked or damaged	Clean sound outlet or contact hearing healthcare professional
	Too much **Bass	Contact hearing healthcare professional
Static **Noise	Too close to other electromagnetic devices/fields (such as other cell phones, speakers, etc.)	Move away from other devices/fields

Cleaning care and precautions

Keep the hearing instrument clean and dry. Use only soft cloth to remove any body oil or moisture from the hearing instrument shell. Use provided cleaning tools to clean wax built-up. If the instrument is subject to a lot of perspiration, it is recommended, turned OFF the hearing instrument and put into a dry box at least once a week. Dry box can be bought online or any local pharmacy.



- DO NOT** use water, harsh chemicals, strong cleaners or other fluids to clean the hearing instrument.
- DO NOT** leave your hearing instrument in the direct sun or in areas where the temperature can rise over 60°C / 140°F for extended periods of time.
- ALWAYS** handle the hearing instrument with care: it's important to prevent hearing instrument from dropping on hard surfaces, such as counter top, table or floor.

Whistling noise helpful tips

Whistling is common in small amplifier and is known as 'feedback'. It is caused by amplified sound leaving the ear and receiving back into the microphone and being re-amplified. The following tips will help reduce the effect of feedback/whistle noise:

1. Reduce the volume.
Keep volume at lower setting before inserting the instrument in your ear.
2. Secure instrument fitted position
Feedback/whistling noise will stop when the instrument is best fitted/sealed in the ear with the best fitted dome size.
3. Clear the ear canal of wax or debris.
Seek your hearing care provider for excessive wax built-up.
4. Replace the dome.
Select a better fitted size.

Charging system functions

1. How to charge the instrument?
Connect the charging base with Micro-USB cable that connect to adapter which plug into 120/220V outlet or connect the USB cable directly into computer's USB port. DO NOT use power bank as your power sources.
2. How long does it take for the device to be fully charged?
It takes approximately 6 hours to fully charged the instrument.
3. How long will the fully charged instrument work until next charge?
Under quiet environment, the fully charged instrument will work up to 25 hours. In some loud surroundings, instrument requires more power to filter out sounds thus it may result in an insignificant shorter usage duration.
4. How to know when the hearing instrument is fully charged?
GREEN LED light indicator turns SOLID GREEN at fully charged.
GREEN LED light indicator stays SHINING during charging process.

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5. Why the device is not working during the charging phase?
The instrument will turn OFF automatically to allow faster charging cycle.
It is recommended the hearing instrument should turn OFF when not in use to prevent the battery from complete discharged and the unwanted feedback noise.
6. How to maintain the hearing instrument charging system?
To maximize the internal battery usage, it is recommended that the hearing instrument is charged, typically overnight, on a daily basis.
It is also recommended that the hearing instrument should turn OFF if not in used for an extended period of time; or place in the charging base connected with the power source.

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Appendix

Environment condition

Environment Condition	Working Condition	Transportation Condition	Storage Condition
Temperature	10°C~+40°C	-20°C~+60°C	-20°C~+60°C
Air humidity	0%~80%	0%~90%	0%~80%
Air pressure	500~1200hpa	500~1200hpa	500~1200hpa

Technical data

Technical Data	IRIS10S
Peak OSPL 90(dB SPL)	114
HFA OSPL 90(dB SPL)	111
Peak Gain(dB)	39
HFA full on Gain(dB)	35
Total Harmonic Distort:	
500Hz(%)	1.0
800Hz(%)	1.0
1600Hz(%)	1.0
EQ Input Noise(dB)	26
Frequency(Hz) F1	≤250
Frequency(Hz) F2	≥4000
	IEC 60118-7/2005 ANSI S3.22-2003

FDA information

Good health practice requires that 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) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhinolaryngologists.

The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to a Hearing Healthcare Professional for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the healthcare provider to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial/rental or purchase-option program. Many Hearing Healthcare Professionals now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged.

Notice to hearing healthcare providers

A hearing aid dispenser should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid. If the hearing aid dispenser determines through inquiry, actual observation, or review of any other available information concerning the prospective user, that the prospective user has any of the following conditions, then consult a physician.

- * Visible congenital or traumatic deformity of the ear.
- * Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- * History of active drainage from the ear within the previous 90 days.
- * Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1000Hz, and 2000 Hz.
- * History of sudden or rapidly progressive hearing loss within the previous 90 days.
- * Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- * Acute or chronic dizziness.
- * Pain or discomfort in the ear.

Stop Using Hearing aids and Consult a Physician if:

- * Hearing in one or both ears worsened.
- * Your ear becomes occluded with excessive ear wax.
- * Hearing does not improve while using the provided hearing aid
- * You develop an infection of your ear or ear canal.
- * Skin irritation develops in or around your ear canal.

Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. In most cases infrequent use of a hearing aid does not permit a user to attain full benefit from it. The use of hearing aid(s) is only part of hearing rehabilitation and may need to be supplemented by auditory training and instruction in lip reading.

Children with hearing loss

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation. Hearing loss may cause problems in language development, educational growth, and social growth of a child. Training and experience qualify an audiologist to assist in the evaluation and rehabilitation of a child with a hearing loss.

* The applicable age of this product is 6 years old and above. (Children from 6 to 14 years old must use the device under the supervision of adults.)

Service and warranty

Please ask your hearing instrument/care provider, where you purchased your hearing instrument, about the term of the product warranty and service coverage with/without warranty.

DO NOT send your instrument directly to the manufacturer for product service or replacement.

CE Statement

This product is CE marked according to the provision of the Council Directive 93/42/EEC. Here by NewSound Technology Co.,Ltd declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 93/42/EEC

FCC Warning

Changes or modifications not expressly approved by the party responsible for compliance could 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. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this

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

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

This 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 (2) this device must accept any interference received, including interference that may cause undesired operation.



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