




User Manual V3.0


Go Ultra
OTC Hearing Aids

www.gohearing.com


Precautions and 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.

 These **PRECAUTIONS** point out situations which could cause minor or moderate injuries to the user or to the hearing aid.





- You should familiarize yourself fully with the entire contents of this user manual before using the Go hearing aid to ensure personal safety and correct use. Contact the Go contact center for support if you experience unexpected operations or performance.
- Do not attempt to modify the shape of the hearing aids yourself.
- For best results, use hearing aid accessories provided by Go Hearing.
- Never leave your hearing aids where small children and pets can reach them.

 These **WARNINGS** point out situations which could cause serious injuries to the user or to the hearing aid.

- In some acoustic environments, over amplification can cause discomfort and damage to the patient's hearing.
- Do not use your hearing aids in explosive or oxygen-enriched areas.
- Allergic reactions to hearing aids are unlikely. However, if you experience itching, redness, soreness, inflammation, or a burning sensation in or around your ears, inform a hearing healthcare provider and contact your physician.

- You may notice accelerated accumulation of earwax when using your hearing aid. This is normal, but see your hearing healthcare provider if you continue to have difficulty.
- In the unlikely case that any parts remain in the ear canal after the removal of the hearing aid, contact a physician immediately. Report the event to your hearing healthcare provider as soon as possible.
- Remove your hearing aids for CT and MRI scans or for other electromagnetic procedures.
- Never leave your hearing aids and/or charging case where small children and pets can reach them.
- If you feel pain in or behind your ear, if it is inflamed, if skin irritation or accumulations of ear wax occur, please check with a hearing healthcare provider, preferably an ear-nose-throat doctor (ENT).
- If you have active implantable devices, please keep magnets (ie. the charging case) at least 6 inches away from the active implant.
- Do not cover the whole charging case while charging with the charging cable, e.g. with a cloth etc.
- Please do not share your hearing aids with other people.
- Sleeping with your hearing aids in your ears is not recommended. Risks vary from damaging your hearing aids to experiencing discomfort and/or feedback. You will find, however, that there are many assistive devices available to you, such as wake-up alarms that can be placed under your pillow or wristbands that vibrate when you have a phone call.
- Contact +1 302 754 3190 for support if you experience unexpected operations or performance.

Caution and notices for users

-  **Caution: 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.
-  **Caution: The sound output should not be uncomfortable or painful.** 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.
-  **Caution: You might need medical help if a piece gets stuck in your ear.** If any part of your hearing aid, like the eartip, 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 farther 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.

i **Note: 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.

i **Note: 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.

Welcome to your Go Ultra OTC Hearing Aids.

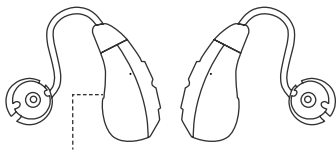
This manual will provide you with all the information you need to use and maintain your new OTC hearing aids.

For additional information on the use of these hearing aids visit www.gohearing.com.

Table of Contents

What's inside the box	2
Get to know your hearing aids	3
Hearing aid overview	5
Setting up and use	7
Using your hearing aids	17
Charging the hearing aids	25
Cleaning, maintenance and care	30
Consumables	35
Troubleshooting	36
Warranty	44
Contact us	44
Information and description of symbols	48

What's inside the box?



1 x pair of Go Ultra OTC hearing aids

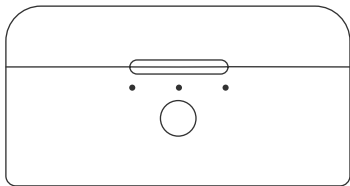
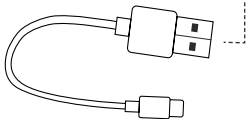


6 x Open domes
(Small, medium and large sizes)



6 x Closed domes
(Small, medium and large sizes)

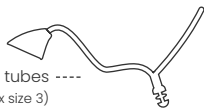
1 x Charging cable for
the charging case



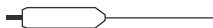
1 x Charging case



1 x Cleaning brush

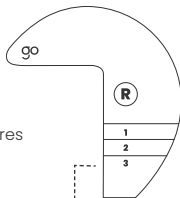
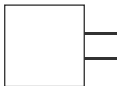


6x Slim tubes ----
(2x size 1, 2x size 2, 2x size 3)



2 x Cleaning wires

Power
adaptor



1 x Ear measuring tool

Get to know your hearing aids

Intended use

The Go Ultra hearing aids are a pair of wireless air conduction OTC hearing aids intended for use by individuals 18 years and older with perceived mild to moderate hearing loss

Indication of use

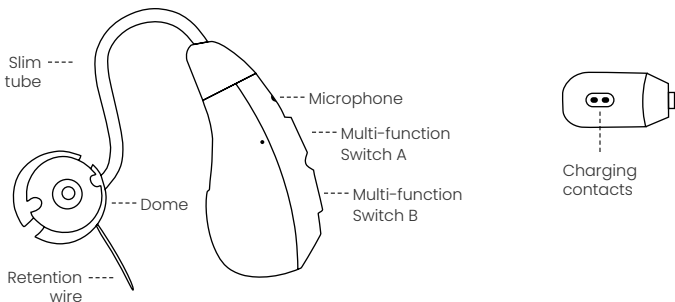
The Go Ultra hearing aids are intended to amplify sound for individuals 18 years of age or older with perceived mild to moderate hearing loss. No preprogramming or hearing test is necessary. They are adjusted by the user to meet the user's hearing needs. Although wearing one hearing aid is possible, it is recommended that users wear two hearing aids. Wearing two hearing aids instead of one has been proven to lead to better outcomes. Users are urged to wear their hearing aids frequently to obtain the full benefit. The devices are intended for over-the-counter sale and use without the assistance of a hearing care professional.

This product may not be right for you if you:

- Consistently experience feedback (whistling) of the hearing aid when you turn up the volume to a level that is comfortable for you, even after you have followed the suggestions in this User Manual to make sure your hearing aid fits properly.

- Feel the hearing aid is not providing enough amplification even at the highest volume level. A hearing healthcare professional may be able to help you select a different hearing aid solution to meet your needs.

Hearing aid overview



1. Microphone - sound enters your hearing aids through the microphone
2. Multi-function Switch A - volume increase and hearing aid ON/OFF
3. Multi-function Switch B - volume decrease and hearing programs change
4. Slim tube - connects the dome to the hearing aid
5. Retention wire - helps prevent the dome from moving out of the ear canal
6. Dome - domes are soft silicon domes, and hold the hearing aid comfortably and securely in the ear canal
7. Charging contacts - to charge the hearing aids

Accessories	Description
<p>Multiple silicon domes 6 x Open domes 2x per size: Small, medium and large</p> <p>6 x Closed domes 2x per size: Small, medium and large</p>	<p>Attaches to the tubing on the hearing aid and fits inside your ear canal.</p>
<p>Multiple slim tubes 6 x slim tubes 2 per size: 1,2 & 3</p>	<p>A thin plastic tube that connects to the body of the hearing aid. It connects to the dome that gets inserted into the ear canal.</p>
<p>Charging case</p>	<p>Use to charge your hearing aids when the battery runs flat.</p>
<p>Charging cable</p>	<p>Use to charge the charging case.</p>
<p>Cleaning brush</p>	<p>Use to softly brush and clean the hearing aid to keep it free from particles and debris build up.</p>
<p>Cleaning wire</p>	<p>A very thin wire that is used to clean the slim tubes.</p>
<p>Ear measuring tool</p>	<p>Use to measure the size of your ear, to select the correct size slim tube.</p>

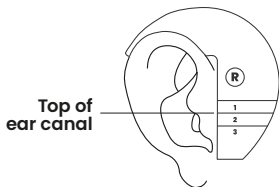
Setting up and use

Setting up your Go Ultra hearing aids

Before you can begin using your Go Ultra hearing aids, you will be required to select the correct slim tube length and dome size for your specific ear. This is an important process that will allow you to get comfortable with the fit and feel of your hearing aid.

Selecting the correct slim tube

In order to select the correct slim tube length, it is important to first measure the size of your ear by using the ear measuring tool provided. This measuring tool will allow you to determine which slim tube would be the most comfortable fit for your ear. Slim tubes are available in three different lengths namely, size 1, 2 and 3, with size 1 being the shortest in length and size 3 being the longest. The ear measuring tool will indicate which slim tube length will be the best fit for your ear. Follow the steps below in order to complete this process:



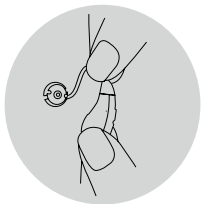
1. The ear measuring tool has two colors, namely red and blue. Begin by placing the measuring tool over your ear as illustrated. The red side must be showing when it is over your right ear and the blue side must be showing when it is over your left ear.

2. Take a photo of your ear so that you can clearly see the measuring tool on your ear. You may need to ask a family member or friend to assist you with this step, if you experience any difficulties.
3. On your ear measuring tool, locate the closest number that is most parallel to the top of the opening of your ear canal. This number will be needed in order to select the correct slim tube length.
4. At the bottom of each slim tube, you will find a number in either blue or red. Just as with the ear measuring tool, a slim tube with a red number on it, will indicate that the slim tube is intended for the right ear and a slim tube with a blue number on it, will indicate that the slim tube is intended for the left ear.
5. Once you have determined the correct slim tube length for your ear, find the slim tube with the correct number and color that is needed for your hearing aid.
6. Select the correct slim tube recommended by the ear measuring tool. If you have two hearing aids, repeat this process for your opposite ear.

Removing and attaching your slim tube to your hearing aid

Each Go hearing aid comes with a standard size 2 slim tube attached to it. Should you need to replace this slim tube, follow the steps below.

1. Remove the slim tube by holding the wider/thicker part of the hearing aid body with one hand. With the opposite hand, firmly grip the base of the slim tube where it connects to the hearing aid. Turn the slim tube 90 degrees anticlockwise and pull the tube off the hearing aid.
2. Attach the new slimtube, by aligning the base of the slim tube with the hearing aid and gently, but firmly push it onto the hearing aid until it clicks into place. Once attached correctly, the base of the slimtube should align with the body of the hearing aid.



- i** **Note:** Make sure to grip the base of the slim tube and not the tube itself.

Note: Be careful not to bend the slim tube sideways. This will cause a kink or narrowing of the tube resulting in the obstruction of soundflow through the tube.

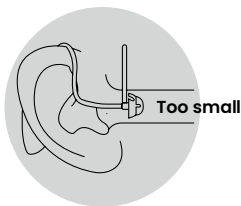
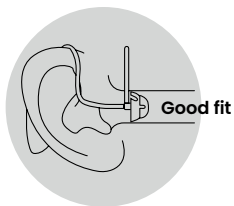
Selecting the correct dome size

Each Go hearing aid comes with two different types of domes, namely open and closed domes. The domes are made out of medical-grade silicon and attach to the end of the slim tube. The two dome types come in three different sizes: small, medium and large respectively.

Try the different domes to find the most comfortable fit for your ear canal. The dome should fit snugly in the ear canal opening so that the ear canal is properly sealed. In other words, the dome shouldn't feel like it is falling out of the ear or that it has to be squeezed or forced into the ear.

If it feels like the dome is falling out of your ear, it means that the dome is most likely too small for your ear. Try changing your dome to one that is a size larger. If it feels like you have to squeeze or force the dome into your ear, it means that the

dome is most likely too large for your ear. Try changing your dome to one that is a size smaller. It is useful to know when to use a closed or open dome.



Dome types

Within each dome size, there are two types of domes; open and closed.

Open domes help your voice sound more natural. They have openings around the center of the dome.

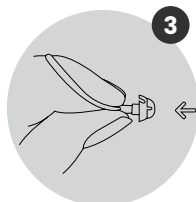
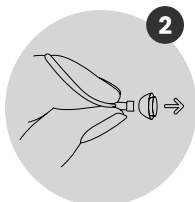
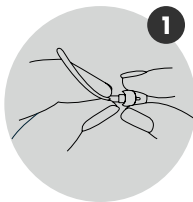
Closed domes provide more bass and allow you to comfortably use a higher volume setting.

Try another dome type

During the first-time setup, use the default open domes and focus on finding the correct size for each ear. After using the hearing aids for some time, if you feel you need more amplification or hear whistling at higher volume settings, consider trying closed domes.

Removing and attaching your dome to the slim tube

Follow the steps below in order to remove and attach a dome on your slim tube when necessary.



1. Hold onto the end of the slim tube that is closest to the dome.
2. Use your other hand to grasp the dome between your forefinger and your thumb and carefully pull off the dome from the end of the slim tube.

3. Take the new dome and push it firmly onto the tip of the slim tube as illustrated. Ensure that the dome is placed correctly onto the slim tube. You should be able to tug it slightly without removing it.

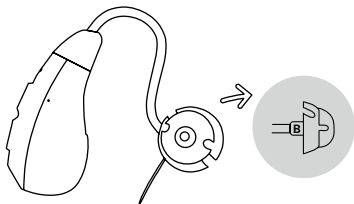
i Note: In the unlikely case that any parts remain in the ear canal after the removal of your hearing aid, seek medical attention immediately.

Identifying your left and right hearing aid

There is a red or blue marking on the slim tube, near the dome end, that helps to distinguish between the left and right hearing aid.

Blue marking is for the **left** hearing aid.

Red marking is for the **right** hearing aid.



Positioning your hearing aid on your ear

It is simple to position your hearing aid on your ear, but it can take some practice.

1. Begin by placing the hearing aid body behind your ear.
2. Hold the slim tube between your thumb and forefinger, at the bend closest to the dome. The dome should face toward the entrance of the ear canal (this is the cavity that runs all the way to your eardrum).
3. Gently press the dome into your ear canal until the slim tube sits comfortably against the side of your head.



4. If you are struggling to insert the dome into your ear, use your opposite hand to gently pull your earlobe backwards. This will straighten the ear canal slightly, allowing the dome to be inserted more easily.

5. Place the retention wire in the bowl of your ear to ensure that your hearing aid remains securely in place.
6. The top bend of the slim tube should fit comfortably around the top of your ear and should sit flat against the skin.
7. You can use a mirror to ensure that your hearing aid is positioned correctly on your ear.

i Note: If the retention wire on your slim tube is too long, you may cut the length slightly. Be careful not to shorten the length too much, as this could affect how well the hearing aid remains in your ear.

Tip:

The dome should be completely, or almost completely, in the ear canal. The dome must not touch the eardrum. Proper insertion of the dome is key to getting the correct volume and to avoid whistling. If you wear eyeglasses, first position your hearing aid on your ear before you put your glasses on.

Removing your hearing aid from your ear

Begin by removing the retention wire from the bowl of your ear. Hold the slim tube at the bend closest to the dome, between your thumb and forefinger and gently pull the slim tube and dome out of your ear canal. Remove the hearing aid body from behind your ear.

- ⓘ **Note:** Make sure not to pull the slim tube and dome out of the ear canal by pulling on the body of the hearing aid as this may cause your slim tube to break over time.

Now that you have obtained a comfortable fit with your hearing aid, it is time to remove your hearing aid from your ear so that your hearing aid can be switched on.

Using your hearing aids

- i Note:** The control switches A and B, on the back of the hearing aids, have multiple functions and control four different features: 1) volume adjustment; 2) listening program adjustment; 3) switching your devices on/off, and 4) handling phone calls via streaming.

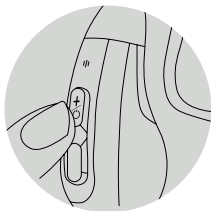
Switch A (at the top)	
Long press (3 seconds)	Turns hearing aid on Turns hearing aid off
Short press (press and release)	Increases the volume

Switch B (at the bottom)	
Long press (3 seconds)	Changes programs
Short press (press and release)	Decreases the volume
Short press (press and release)	Accepting, rejecting or ending phone calls via streaming

Power on/off

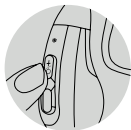
Turn your hearing aids ON by pressing **Switch A** for **3 seconds**. You will hear a voice prompt "POWER ON". Additionally, you will also hear a beep indicating the listening program.

Turn your hearing aids OFF by pressing **Switch A** for **3 seconds**. You will hear a voice prompt "POWER OFF".



Adjusting the volume

The hearing aids have 10 volume settings.



To increase the volume, press **Switch A** for about **1 second**.



To decrease the volume, press **Switch B** for about **1 second**.

You will hear a single beep every time the volume has been changed. When you hear 3 consecutive beeps, you have either reached the maximum or minimum volume level of your hearing aids.

i Note: Each hearing aid has to be adjusted individually.

Note: The Memory Recall Function allows your hearing aids to revert back to the last used volume setting every time you switch them back on.

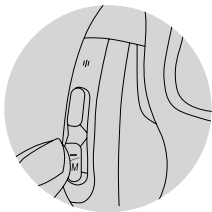
Changing listening programs

These devices have 4 different listening program settings.

Listening Program setting	Description	Associated indicator beeps
1. Normal Setting	Suitable when you struggle with all sounds.	• (1)
2. High-frequency setting	Suitable when you struggle to hear high-pitched sounds or when it is very noisy.	•• (2)
3. Low-frequency setting	Suitable when you struggle to hear low-pitched sounds or when listening to music.	••• (3)
4. General Amplification Setting	Provides additional gain to all sounds, creating a fuller sound experience especially when listening to music.	•••• (4)

To change between programs, press and hold **Switch B** for about **3 seconds**.

You will hear corresponding beeps indicating which program you are on. The programs will change in sequence 1, 2, 3, 4, 1.



- i Note:** The Memory Recall Function allows your hearing aids to revert back to the last used program every time you switch them back on.

Streaming via Bluetooth®

Stream phone calls, music, and media directly from your phone/tablet to your hearing aids via Bluetooth; no app is required. Streaming phone calls directly to your Go Ultra hearing aids has the advantage of hearing your caller in both ears instead of one, with the potential to increase audibility, making it easier for you to follow the conversation.

- i Note:** Your hearing aids will continue to amplify your environment as normal while streaming within any of the 4 listening program settings.

i Note: Streaming will drain your hearing aid batteries faster.

How to connect your hearing aids to your smartphone:

Step 1: Ensure your hearing aids are fully charged and switched on before pairing them with your phone/tablet.

Step 2: Select the Bluetooth setting on your phone to “Pair New Device”.

Step 3: Select “Go Ultra” on your smartphone to pair/connect to the Bluetooth of your phone. Accept any prompts given by your phone regarding the Bluetooth connection. Once connected, you will hear a voice prompt say “CONNECTED”. Once disconnected, you will hear a voice prompt say “DISCONNECTED”.

i Note: Once pairing is complete, the hearing aids will reconnect to your phone automatically as long as Bluetooth is enabled on your phone.

⚠ Caution: Do not use the Bluetooth function of your hearing aids for any medical purposes.

Listen to phone calls via streaming

- To answer incoming calls quickly press and release Switch B on the back of your hearing aid.
- To reject incoming calls, press and hold Switch B.
- To end a call, press and hold Switch B during the phone call.

Tips for streaming phone calls

- To make or receive a call, use your phone as you normally would from the screen on your phone.
- For optimal reception ensure your phone is in close proximity to your hearing aids, no further than 3 feet.
- Adjusting the volume using the controls on your hearing aids or phone will simultaneously change the volume of both devices together as well as your phone.

Listening to Music/Media via streaming

- Play, pause or stop the music/media via your mobile or tablet as you normally would.
- Adjusting the volume using the controls on your hearing aids or phone/tablet, will simultaneously change the volume of both devices together as well as your phone/tablet.
- Switching your hearing aids off whilst streaming will pause the music/media you are listening to.

i Note: Do NOT connect the hearing aid/s and headsets to the mobile phone via Bluetooth simultaneously - noise, distortion, or any other unexpected problems may occur to your hearing aid.

Talking on a phone without streaming

1. When using a phone to make a call, try to reduce the amount of background noise around you.
2. If your phone has a volume control, increase the volume to a comfortable level. Alternatively, you can increase the volume on your hearing aid to a comfortable level.

3. Tilt the phone's receiver edge slightly over the ear so that the sound can flow directly into the hearing aid's microphone.
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.

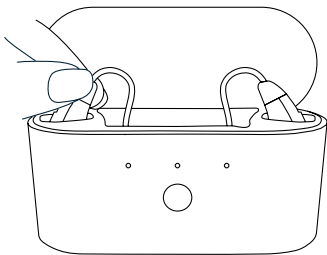
Tip: Practice using the telephone with someone familiar to you. Try moving the telephone around to get the best sound.

Charging your hearing aids

Before using the hearing aids for the first time, remove the sticker at the bottom of the hearing aid and charge them fully.

When removing the hearing aids from the charging case, pull at the body of the hearing aid rather than the slim tube as doing so can damage the tube.

Your hearing aids can be used for up to 20 hrs on a single, full charge when not connected to Bluetooth.



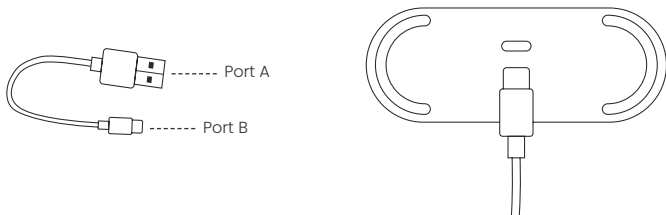
Estimated hearing aid battery life when fully charged	
Without streaming (Not connected to Bluetooth)	20 hours
Connected to Bluetooth, but not streaming	8 hours
Streaming of calls, music or media	2.5 - 3 hours

- i Note:** Battery life per single charge is variable as a result of different volume levels, wearing times and active streaming. The recommendation is to charge your hearing aids at the end of each day, overnight or when not in use, even if they have not been fully drained. Constant charging will not degrade the battery. In fact, the opposite is true.

When batteries are running low with 10%-15% (approximately 30 minutes) battery life left in your hearing aids, you will hear a voice prompt “PLEASE CHARGE” every three minutes.

Understanding the charging case

The charging cable can connect to any USB power source to charge the charging case. Insert Port B of the charging cable into the bottom of the charging case and Port A to a USB power source.



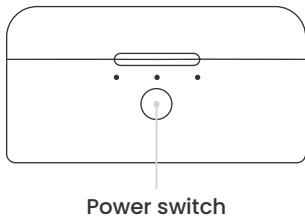
The hearing aids will charge automatically when placed inside the charging case.

No need to switch the charging case on by pressing the power on button.

No need to power off the charging case when a full charge has been reached. The charging case will automatically go into low power consumption mode once fully charged.

To fully charge the hearing aids and/or charging case takes 3 hours respectively. The charging case and hearing aids can be charged simultaneously. A fully charged charging case can charge the devices up to 3 times.

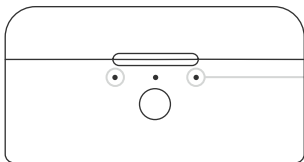
If planning not to wear your hearing aids for an extended period of time, store your hearing aids in the charging case but ensure to switch the charging case off by pressing the power switch. During extended storage, it is recommended to fully charge your hearing aids and charging case at least every 6 months to prevent battery over-discharging.



This will prolong the battery life. After extended storing period, switch the charging case on by pressing the power switch. If the battery is completely depleted, charging time might take 5-6 hours.

Charging lights status

The charging cable can connect to any USB power source to charge the charging case. Insert Port B of the charging cable into the bottom of the charging case and Port A to a USB power source.



Green lights:
On the left and right.

Lights to the far sides of the case indicate charging status of the hearing aids (and not the case). The light in the center indicates the charging status of the charging case.

To fully charge the hearing aids takes up to 3 hours.

Charging case (light in the center)	
Blue light	Busy charging
Green light	Fully charge
Flashing blue light	<25% battery life remains

Hearing aids (lights on the side)	
Blue light	Hearing aids being charged
Green light	Hearing aids fully charged

When USB connected and the hearing aids are fully charged, the lights remain green but will go off after 5 minutes when the USB is unplugged

- i Note:** All three lights will flash green 3 times when the charging case is switched on. All three lights will flash blue 3 times when the charging case is switched off.

Cleaning, maintenance and care

Cleaning

If well cared for, your Go Ultra hearing aids will last for many years. Your hearing aids should be cleaned daily in order to ensure optimal functioning and prolong the lifespan of your hearing aid.

- i Note:** Clean your hearing aids, one at a time. This will ensure that your left and right hearing aids are not accidentally switched around.

Dome

The dome of your hearing aid needs to be kept free of earwax at all times. Earwax will prevent the amplified sound from entering your ear. Therefore, it is important to clean your dome daily.

Use a soft tissue or the cleaning brush provided to clean the dome of your hearing aid.

Even if your domes are well cared for, they will need to be replaced every 2-3 months due to general wear and tear.

Slim tube

Wax, dirt or condensation can block your slim tube and prevent sound from going through. Therefore, your slim tube must be cleaned weekly. If a blockage is noted, follow the steps below to remove the blockage.

1. Remove the slim tube from your hearing aid.
2. Use a damp cloth to clean the outside of your slim tube.
3. Thread the cleaning wire provided all the way through your slim tube to remove any earwax or foreign particles. The cleaning wire should be inserted where your slim tube attaches to your hearing aid and must be pushed through the slim tube and out through the dome.
4. Do not submerge or rinse your slim tube in water, as there is a risk that water may become lodged in the slim tube. If water does get into your slim tube, blow through the tube and make sure that it has dried properly before you reattach it to your hearing aid.
5. Reattach your slim tube to your hearing aid. Make sure that the angle is correct after you have connected your slim tube to your hearing aid.

- i Note:** After 4 to 6 months of regular use, your slim tube will start to harden and might turn yellow. This will affect the sound quality of your hearing aid. When this occurs, it is time to replace your slim tube.

Hearing aid body

Use a soft dry cloth or tissue to wipe down the body of your hearing aid gently. This is an electronic device. Don't use any liquids (water, solvents or cleaning agents) on the body of your hearing aid. Should you do so, your hearing aids will break.

- i Note:** Make sure to handle your hearing aid over a soft surface during the cleaning process in order to prevent damage to the hearing aid, should you drop it.

Caution:

- If you do not follow the list above you may damage your hearing device and accessories during cleaning.
- Do not immerse your hearing aids in water or liquid, even when cleaning. Follow the recommended cleaning guidelines to clean your hearing aid.
- Do not bend the slim tube back and forth to remove it.

- Do not use the cleaning wire while the slim tube is connected to the hearing aid.
- Do not use alcohol to clean your dome.
- Do not use sharp tools to dislodge ear wax.
- If your physician prescribes ear drops, clean any moisture that may get into the slim tube.

Storing the hearing aids

To protect the hearing aids, store them in the charging case with the lid closed when you're not using them.

Warning:

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

- Avoid any physical shock to the hearing aids.
- For optimal performance regularly use a dehumidifier or drying capsules to remove moisture from the hearing aids.
- Do not use the electronic dryer to dry or store the rechargeable hearing aids.

- Do not store the hearing aids for extended periods of time without recharging them (max. six months).
- Keep your hearing aids away from high-temperature and/or a high-humidity atmosphere.
- Do not attempt to dry the hearing aids or charging case in an oven, microwave or other heating equipment. This will cause them to melt and may cause burns to you.
- Inspect the hearing aids, domes, and charging case regularly.
- Remove earwax and debris from your hearing aids by using the enclosed cleaning tool.

i Note: Don't store the hearing aids in the case if they're wet.

Note: When storing the hearing aids for an extended period of time, make sure to fully charge them and store them at a temperature between 32°F - 86°F (0°C - 30°C) for best battery performance.

Consumables

A Accessories Kit containing the following consumables can be ordered via phone (302) 754-3190 or mail to support@gohearing.com

- Open or closed domes (size small, medium and large)
- Slim tubes (size 1, 2 and 3)
- Cleaning brushes
- Cleaning wires
- Drying capsules

A drying jar with drying capsules can be ordered separately.

Troubleshooting

Problem	Possible Cause	Solution
Feedback or whistling	Dome not correctly inserted into the ear canal	Remove your hearing aid/s and reinsert the dome into the canal.
	Dome not the correct size or type for your ear canal	Select a closed and/or different dome size to ensure it creates a good seal in the ear canal. You may need a different size for each ear.
	Domes/slim tubes are blocked. Alternatively, domes/slim tubes have become too old or well worn causing a poor fit	Use the cleaning wire to unblock the slim tube and dome. Replace dome and/or slim tube if damaged or in poor condition.
	Volume excess	Reduce the volume.
	The hearing aid is covered by another object such as hair, a phone, or clothing	Remove the object from the hearing aid microphone.
	Excessive wax build-up in the ear canal	See your hearing healthcare practitioner.

Problem	Possible Cause	Solution
Intermittent or no sound coming from the hearing aid	The hearing aid is switched off	Make sure the hearing aid is switched on.
	Not pressing the ON button long enough	Make sure to press Switch A on the back of your hearing aid for 3 seconds to switch the device on .
	Battery is low/flat	Return hearing aids to the charging case to charge. Ensure the charging case has sufficient charge or is connected to a power source.
	Dome and/or slim tube is blocked with debris	Clean the slim tube and dome using the cleaning wire and brush or replace both.
	Slim tube blocked with moisture	Remove the slim tube and place in an airtight container with drying crystals. Alternatively, replace the slim tube.
	Hearing aid microphone is blocked	Use the cleaning brush to clear the blockage from the hearing aid microphone.
	Defective device	Call the Contact Center (302) 754 3190 or send an email to support@gohearing.com.

Problem	Possible Cause	Solution
Insufficient volume and/or poor sound quality	Hearing aid battery is very low or flat	Return hearing aids to the charging case to charge. Ensure the charging case has sufficient charge or is connected to a power source.
	Volume level not high enough	Increase hearing aid volume by pressing Switch A on the back of the hearing aid.
	Slim tube, dome and/or hearing aid microphone is blocked	Use cleaning wire to clear debris from the slim tube/dome. Alternatively, replace the slim tube/dome.
	Wax obstructing soundflow in canal	Ensure ears are clear of excessive wax build-up. See a healthcare professional.
	Hearing aid got wet / moisture	Dry the hearing aids. Remove from the charging case and leave them in a dry place overnight. Alternatively, place in an airtight container with drying crystals.
	Not fitting correctly	Try a different dome, reinsert the device.

Problem	Possible Cause	Solution
Insufficient volume and/ or poor sound quality	Your hearing abilities have changed	Arrange a hearing test.
Hearing aid keeps falling out or off the ear	Incorrect dome size and/ or slim tube	Replace your dome with a bigger size. Try using a shorter slim tube. Remember to follow the instructions on how to select the correct dome size and slim tube length on page.
Hearing aids and/ or charging case do not charge	Incorrect placement inside charging case	Confirm that the left and right hearing aids are placed on the correct sides of the charging case.
	Charging contacts dirty or damp	Using a soft, lint-free cloth, remove any moisture or debris from the charging contacts on the hearing aids and charging pins in the charging case.
	Exposure to extreme temperatures	If the charging case or hearing aids have been exposed to high temperatures, allow them to return to room temperature and then try charging again.

Problem	Possible Cause	Solution
Hearing aids and/or charging case do not charge	The charging case's battery life is running low	Return hearing aids to the charging case. Confirm that the charging case, with the charging cable attached, is connected to a power source that is switched on.
	Battery over-discharging: too much time elapsed since charging hearing aids or case	Fully charge the hearing aids and charging case periodically if not in use for extended periods of time.
	Case not connected to power source via charging cable	Case not connected to power source via charging cable.
Poor sound when listening to phone calls without streaming	Insufficient volume	Increase the volume of your phone. Increase the volume on your hearing aids. Make sure you're not pressing your phone too hard against your ear. This can block the hearing aid microphone and cause the call to sound muffled.

Problem	Possible Cause	Solution
<p>Poor sound when listening to phone calls without streaming</p>	<p>Incorrect positioning</p>	<p>Try holding your phone so that the phone speaker is slightly above and behind your ear. This puts it closer to the hearing aid microphones. For an image of the microphone location, Note: It can take some practice to learn how to hold your phone relative to the hearing aid. Experiment with different positions to find what works best for you.</p>
	<p>Hearing aid whistles when using the phone without streaming</p>	<p>Tilt your phone speaker slightly away from the hearing aid on that ear.</p>
<p>Unsuccessful pairing of hearing aids and smartphone/ tablet</p>	<p>Bluetooth functionality disabled</p>	<p>Confirm that the Bluetooth function on your mobile phone/tablet is enabled (switched on).</p>
	<p>Incorrect hearing aid name selected within Bluetooth functionality on phone/tablet</p>	<p>Ensure Go Ultra is selected when prompted to connect your phone to your hearing aids.</p>
	<p>Hearing aid is occupied by another mobile device</p>	<p>Disconnect your hearing aids from the other mobile device/ tablet and try to connect to the intended mobile device.</p>

Problem	Possible Cause	Solution
Phone calls/ music do not stream through hearing aids	Hearing aids switched off	Ensure your hearing aids are switched on.
	Insufficient battery	Ensure your hearing aids are sufficiently charged to stream phone calls or music.
	Phone call has not been accepted	Ensure you accept incoming phone calls by quickly pressing Switch B on the back of one of your hearing aids.
	Positioning of phone during calls	Ensure the phone is in close proximity to your hearing aids; no further than 3 feet otherwise signal strength weakens.
	Disrupted Bluetooth connection	Turn Bluetooth off, give it a minute then turn it back on. If the above is unsuccessful, unpair your hearing aids from your mobile phone. Go into the Bluetooth® settings and find the devices. To the right of the entry of your hearing aid will be a settings icon,

Problem	Possible Cause	Solution
Phone calls/ music do not stream through hearing aids	Disrupted Bluetooth connection	clicking this will give you the option to forget the device. Once you have done it, you have unpaired the aid. After you have forgotten the devices, restart your phone and simply pair them again.
Poor sound/ volume when streaming calls or music	Insufficient volume	You can adjust the volume by using the control buttons on the back of your hearing aids. Alternatively, you can also increase the volume of your mobile.
	Increased distance between hearing aids and mobile phone/tablet weakening transmission	Ensure your mobile phone/ tablet is in close proximity of your hearing aids.

Warranty

The hearing aids have a limited warranty which covers defects in material and workmanship for a period of one year from the date of purchase, which includes the hearing devices, charging case, and charging cable within the warranty period. Any damage caused by improper handling and care, exposure to elements or chemicals, or unauthorized service will not be covered by the warranty.

Contact Us

If you are still having trouble despite following the suggested solutions or if you're unhappy with your hearing aids please contact our team of experts by phone at (302) 754 - 3190 or email support@gohearing.com.

For additional information on the use of these hearing aids, visit www.gohearing.com.

Device information

* In reference to ANSI S3.22:2014 / ANSI CTA 2051:2017

Specification	Go Ultra
Maximum output (OSPL90)	114dB SPL
High-frequency average (HFA) OSPL90	106dB SPL
High-frequency average full-on gain (HFA-FOG)	32dB
Reference test gain	29dB
Frequency response range	F1=210Hz to F2=5800Hz
Total harmonic distortion	0.40%
Self-generated noise	27.4dBA
EIN (Estimated input noise)	21dB
Latency	14ms
Battery drain without streaming	1.3mA
Battery drain with streaming	7.5mA
Battery life without streaming	20 hours*
Frequency Smoothness	10dB
Insertion depth	11.5mm

*Actual battery life varies depending on volume settings, battery age and streaming usage.

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.

Changes or modifications not expressly approved by hearX USA Inc. could void the user's 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. This device complies with FCC radiation exposure limits set forth for general population.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC ID: 2A39M-JH22A6IH

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

Radio Transceiver Frequency Range: 2.4 to 2.480 GHz






Radio Receiver Bandwidth: 2MHz.

Modulation Type: 1 Mb/s GFSK Peak Effective Isotropic.

Radiated Power: 0 dBm.

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

Information and description of symbols

-  This symbol indicates important information on handling and product safety.
-  This is the symbol for caution and warning. This is a safety symbol used to highlight that there are specific warnings or precautions associated with the devices that are not otherwise found on the label.
-  Consult instructions for use.
-  This is the symbol to keep the device dry.
-  The symbol with the crossed-out garbage bin is to make you aware that this hearing device and batteries may not be thrown away as normal household waste. Please dispose of old or unused hearing devices, at waste disposal sites intended for electronic waste, or give your hearing device to your hearing healthcare provider for disposal. Proper disposal protects the environment and health.



Magnetic material.



Bluetooth®

Manufactured by:

Huizhou Jinghao Medical Technology Co., Ltd No. 207, South SiHuan Rd, ZhongKai Hi-tech District, Huizhou, Guangdong, China

Distributed by: hearX USA, Inc dba Go Hearing.

All content of this User Manual is the property of hearX USA Inc, a Delaware Corporation. All copyrights, trademarks, trade names, logos, and service marks (“the logos”), including the Go Hearing word and design mark displayed in this User Manual are owned and/or licensed by hearX IP (Pty) Ltd or its affiliates.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by hearX USA Inc. or its affiliates is under license. Other trademarks and trade names are those of their respective owners.

