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- › [Flaygo](#) /
- › [Flaygo Rechargeable 16-Channel Digital Hearing Aids GM-353T User Manual](#)

## Flaygo GM-353T

# Flaygo Rechargeable 16-Channel Digital Hearing Aids GM-353T User Manual

Model: GM-353T | Brand: Flaygo

## 1. INTRODUCTION

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This manual provides instructions for the proper use, care, and maintenance of your Flaygo GM-353T Rechargeable 16-Channel Digital Hearing Aids. Please read this manual thoroughly before using the device to ensure optimal performance and longevity.



Image 1.1: Flaygo GM-353T Digital Hearing Aids in their portable charging case.

## 2. PRODUCT COMPONENTS

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The Flaygo GM-353T package includes the following items:

- Product Box
- Hearing Aids (2 units)
- Charging Case
- Type-C Data Cable
- Double-layer Domes (8 units, various sizes)
- Cleaning Brush
- Wiping Pad
- Operation Guide (this manual)

## Product & Accessories

1. Product Box \*1
2. Hearing Aids\*2
3. Charging Case\*1
4. Type-c Data Cable\*1
5. Double-layer Dome\*8
6. Cleaning Brush\*1
7. Wiping Pad\*1
8. Operation Guide\*1



Image 2.1: Contents of the Flaygo GM-353T package, including hearing aids, charging case, and accessories.

## 3. SETUP

### 3.1 Charging the Hearing Aids

Before first use, fully charge the hearing aids and the charging case. The charging case provides portable power for multiple recharges.

1. Place the hearing aids into their respective slots in the charging case. Ensure they are correctly seated.
2. Close the charging case. The display on the case will show the charging status.
3. To charge the case, connect the provided Type-C data cable to the charging port on the case and a suitable USB power adapter (not included).
4. A full charge for the hearing aids takes approximately 2 hours, providing up to 28 hours of continuous use. The charging case can provide up to 4 full charges for both hearing aids.

# UP TO 28 HOURS OF USAGE



Image 3.1: Illustration of the charging process and battery life for the Flaygo GM-353T hearing aids and charging case.

## 3.2 Wearing the Hearing Aids

Proper placement is crucial for comfort and sound quality. The Flaygo GM-353T hearing aids are designed to be lightweight and comfortable, fitting behind the ear.

1. Select the appropriate ear tip size from the provided options. The ear tip should fit snugly in your ear canal without causing discomfort.
2. Place the main body of the hearing aid behind your ear.
3. Gently insert the ear tip into your ear canal. Ensure the ear tube is positioned correctly.
4. Adjust the hearing aid until it feels secure and comfortable. It should not cause pressure or pain.

## LIGHTWEIGHT & COMFORTABLE

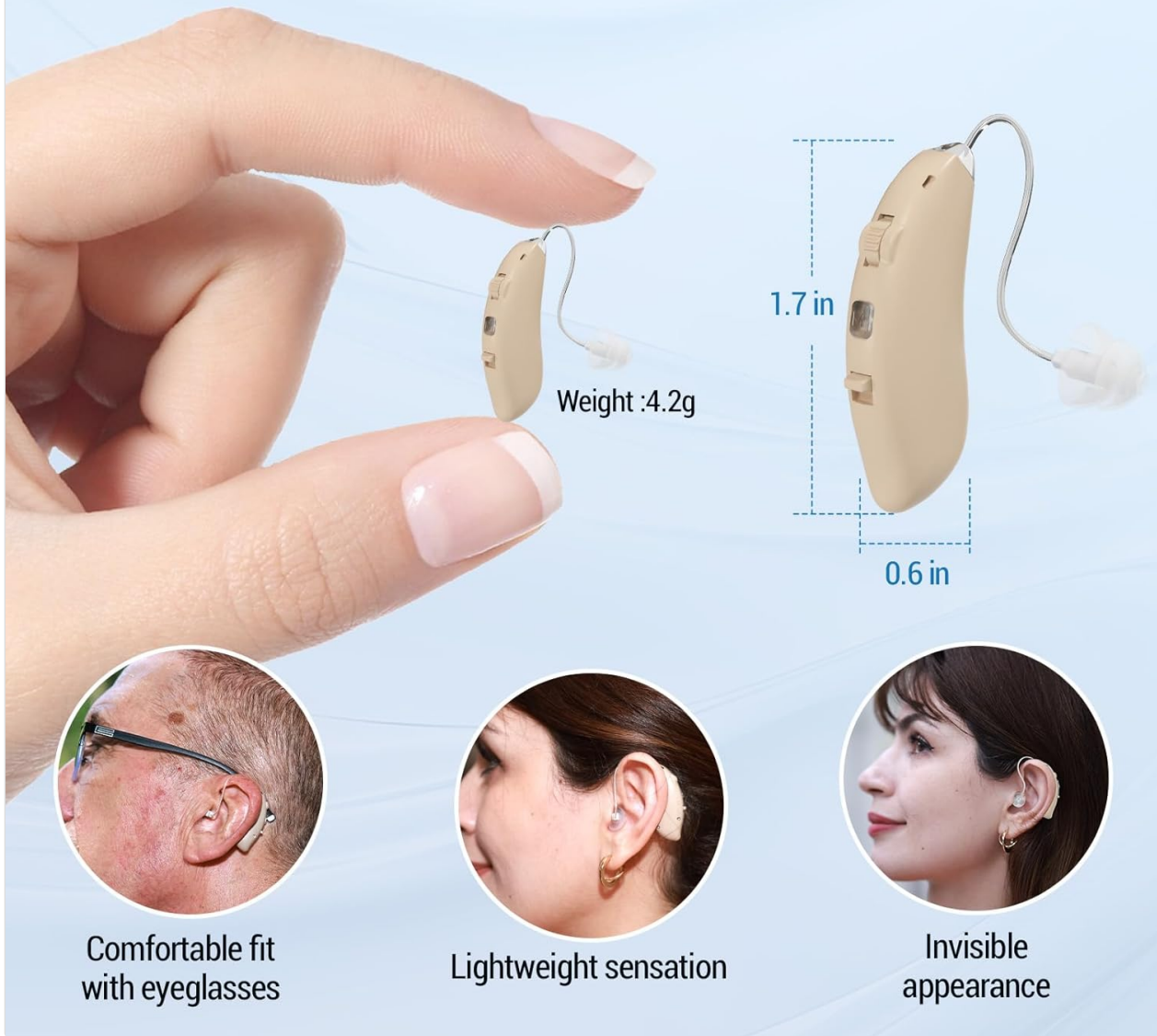


Image 3.2: Visual representation of the compact size and comfortable fit of the Flaygo GM-353T hearing aids.

### 3.3 Initial Adaptation Period

It is common to feel overwhelmed or find sounds unrealistic when first using hearing aids. Your brain needs time to adapt to the new sounds. Follow a gradual adaptation schedule:

- **Week 1:** Wear for 1-2 hours a day in quiet home environments.
- **Week 2:** Increase wear time to 3-4 hours a day, including activities like walking or shopping.
- **Week 3:** Wear for 5-6 hours a day, including more complex environments like streets or public transport.
- **After 3 Weeks:** Wear for all day, except when sleeping, in various environments.

## 21-Day Wear Chart



Image 3.3: Recommended 21-day adaptation schedule for new hearing aid users.

## 4. OPERATING INSTRUCTIONS

### 4.1 Controls Overview

The Flaygo GM-353T hearing aid features intuitive controls for easy operation:

- **Power Button:** Turns the device on or off.
- **Volume Control:** Adjusts the sound amplification level.
- **Mode Switch:** Cycles through different listening modes.
- **Microphone:** Captures sound from the environment.
- **Ear Tube:** Connects the main unit to the speaker unit and ear tip.
- **Speaker Unit:** Delivers amplified sound into the ear canal.
- **Ear Tip:** Sits in the ear canal for sound delivery and retention.

# MULTI-MODE ONE-KEY OPERATION



**Normal Mode**  
Adaptive Noise Reduction



**Indoor Mode**  
Fixed Noise Reduction



**Outdoor Mode**  
Directional Noise Reduction

Image 4.1: Diagram illustrating the various components and controls of the Flaygo GM-353T hearing aid.

## 4.2 Power On/Off

To power on the hearing aid, slide the Power Button to the 'ON' position. To power off, slide it to the 'OFF' position.

## 4.3 Volume Adjustment

Use the Volume Control switch to increase or decrease the sound level to your preference. Start with a lower volume and gradually increase it until sounds are clear and comfortable.

## 4.4 Mode Selection

The Mode Switch allows you to select between different listening environments:

- **Normal Mode:** Utilizes adaptive noise reduction, suitable for general daily use.
- **Indoor Mode:** Features fixed noise reduction, ideal for environments with consistent background noise like watching TV.
- **Outdoor Mode:** Employs directional noise reduction, optimized for outdoor settings with varying sound sources.

## 5. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your hearing aids.

- **Cleaning:** Regularly clean your hearing aids as instructed to prevent damage from earwax and ear drainage. Use the provided cleaning brush and wiping pad.
- **Storage:** When not in use, turn off the hearing aids and store them in the charging case or a dry, safe place.
- **Avoid Moisture:** Keep hearing aids away from heat and moisture. Do not wear them while showering, swimming, or in excessively humid environments.
- **Chemicals:** Avoid contact with hairspray, perfumes, or other chemicals. Apply these products before inserting your hearing aids.

## 6. TROUBLESHOOTING

If you encounter issues with your Flaygo GM-353T hearing aids, refer to the following common problems and solutions:

Problem	Possible Cause & Solution
No sound from the hearing aid.	<ul style="list-style-type: none"><li>• <b>Volume:</b> Check if the volume is set appropriately for your hearing needs.</li><li>• <b>Battery:</b> Verify that the hearing aid has sufficient battery power. Recharge if necessary.</li><li>• <b>Earwax:</b> Check for earwax blockage in the ear canal or ear tip. Clean as needed.</li></ul>
Uncomfortable or unrealistic sound.	This is common during the initial adaptation period. Gradually increase wearing time and adjust to the new sounds. Refer to the 'Initial Adaptation Period' section.
Whistling (feedback) sound.	<ul style="list-style-type: none"><li>• <b>Improper Fit:</b> The hearing aid may not be fitted correctly, causing sound to leak and re-enter the microphone.</li><li>• <b>Ear Tip Size:</b> Select a dome that fits your ear canal securely. Try different sizes to find the best seal.</li><li>• <b>Insertion:</b> Ensure the ear tip is fully and securely inserted into your ear canal.</li></ul>

## Questions & Answers

**Q** Why is there no sound when wearing it?

- A**
- a) Check if the volume is suitable for your hearing.
  - b) Check whether the hearing aid has electricity.
  - c) Check whether there is earwax in the ear canal.

**Q** Why is there a whistling (sharp sound)?

- A**
- If hearing aids don't fit right, they can make a whistle sound. This is because the sound from the receiver goes back into the microphone and gets louder and louder, causing the whistle.

**Q** How can we eliminate the whistling?

- A**
- Solution: Please select a dome that fits your ear canal size and ensure that it is securely fitted to your ear. Try out all the available sizes, and once you find the one that best suits your ear, you will never hear any whistling sound again.

**Q** Why do I feel uncomfortable and unrealistic sound when using a hearing aid for the first time?

- A**
- It's common to feel overwhelmed when first using a hearing aid, hearing sounds that seems unrealistic. It takes time to adjust. Follow usage recommendations, gradually increase wearing time, and be patient. Soon, you'll grow to love it.

**Q** How can I care for my hearing aid?

- A**
- a) Avoid heat and moisture for hearing aids.
  - b) Clean hearing aids as instructed to prevent damage from earwax and ear drainage.
  - c) No hairspray while wearing.
  - d) Turn off when not in use.

## 7. SPECIFICATIONS

Key technical specifications for the Flaygo GM-353T Digital Hearing Aids:

Parameter	Value
Model Number	GM-353T
Maximum Output	$\leq 110\text{dB} + 5\text{dB}$
High-frequency Average	$\leq 118\text{dB} + 3\text{dB}$
Full-scale Sound Gain	$\leq 38\text{dB} + 5\text{dB}$
Frequency Range	200Hz - 5000Hz
Total Harmonic Distortion	$\leq 3\%$
Equivalent Input Noise Level	$\leq 13\text{dB}$
Power Source	Battery Powered (Rechargeable)
Fit Type	Behind-the-Ear (BTE)
Color	Beige

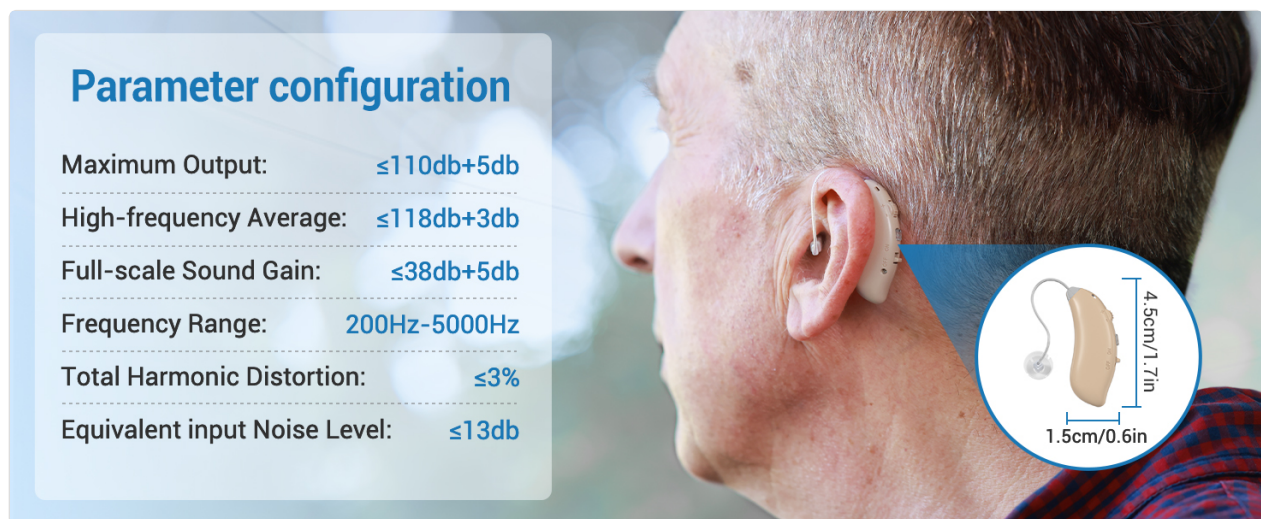


Image 7.1: Detailed parameter configuration for the Flaygo GM-353T hearing aids.

## 8. WARRANTY AND SUPPORT

Flaygo is committed to providing excellent customer service and support for your hearing aids.

- **Repair Service:** A one-year repair service is available. Please contact customer service to activate this service after receiving your hearing aids.
- **Phone Fitting Service:** Flaygo offers a phone fitting service to customize the hearing aids based on your specific hearing condition, aiming for a personalized experience.

- **Professional After-sales Service:** Our customer service team is available to assist you with any questions or issues.
- **Return Policy:** Refer to your purchase terms for details on returns and exchanges.

# FREE ONLINE FITTING



## 01 Activate the Repair Service

After receiving the hearing aids, please call our customer service to activate your one-year repair service.

## 02 Phone Fitting Service

We customize the hearing aid precisely to your hearing condition, to guarantee you a satisfactory and personalized hearing experience.

## 03 Professional After-sales Service

Our professional customer service team stands ready to help you at any time



**Activate the Repair Service**



**Phone Fitting Service**



**Professional After-sales Service**

Image 8.1: Information on Flaygo's online fitting and professional after-sales support services.

## One to One Professional After-sales Service

• Repair Service-within a year • Customer Fitting Service • Professional After-sales Service





Lightning Rebate  
Rebate Upon Receipt of Return



Free Return and Exchange,  
30 Days Unconditional Return



24-Hour Mailbox Service  
Professional After-sales Mailbox

Image 8.2: Overview of Flaygo's dedicated customer support, including repair service and 24-hour mailbox service.

