

NewHear JH-D26AT

NewHear JH-D26AT Rechargeable OTC Hearing Aids User Manual

Model: JH-D26AT

INTRODUCTION

Thank you for choosing the NewHear JH-D26AT Rechargeable OTC Hearing Aids. These devices are designed to provide clear sound amplification and enhance your listening experience in various environments. This manual provides essential information on how to set up, operate, maintain, and troubleshoot your hearing aids to ensure optimal performance and comfort. Please read this manual thoroughly before using your device.

PRODUCT OVERVIEW

The NewHear JH-D26AT hearing aids feature a behind-the-ear (BTE) design with advanced digital sound processing (DSP) technology for superior sound quality and noise cancellation. The compact charging case provides convenient power on the go.

Components



Image: Detailed diagram of the hearing aid components and charging case.

Each hearing aid consists of the following parts:

- **Microphone:** Captures sound from the environment.
- **Multi-function Button 1:** Controls hearing program switching (long press) and volume increase (short press).
- **Multi-function Button 2:** Controls power ON/OFF (long press) and volume decrease (short press).
- **Thin Tubing:** Connects the main unit to the eartip.
- **Retention Wire:** Helps secure the hearing aid in place behind the ear.
- **Charging Contacts:** For charging the hearing aid when placed in the charging case.
- **Eartip:** Sits inside the ear canal to deliver amplified sound. Six pairs of various sizes are included for a comfortable fit.

The charging case features a digital LED display to show battery levels for both the case and the individual hearing aids.

SETUP

1. Charging the Device



Image: Charging times and battery life for the hearing aids and charging case.

1. **Charge the Charging Case:** Connect the provided USB-C cable to the charging case and a power source. The case takes approximately 3.5 hours to fully charge. The LED display will show the charging status.
2. **Charge the Hearing Aids:** Place the hearing aids into the charging slots within the case. Ensure the charging contacts align. The hearing aids will begin charging automatically. A full charge takes approximately 1.5 hours. The LED display on the case will indicate the charge level of each hearing aid.
3. **Battery Life:** Once fully charged, the hearing aids provide up to 20 hours of continuous use. The fully charged case can recharge the hearing aids up to 6 times, offering a total of approximately 80 hours of battery life.

2. Selecting and Fitting Eartips

Superior Sound Quality Improve Your Hearings



Advanced DSP Core
make the sound
more clearly.



Image: Example of the hearing aid worn behind the ear, highlighting its lightweight and comfortable design.

Proper eartip selection is crucial for comfort and sound quality. The package includes six pairs of eartips in various sizes.

- Choose an eartip size that feels comfortable and creates a good seal in your ear canal. A good seal prevents sound leakage and feedback.
- Gently attach the selected eartip to the thin tubing of the hearing aid.
- Place the hearing aid behind your ear, guiding the thin tubing and eartip into your ear canal. The retention wire should sit comfortably within the folds of your outer ear to secure the device.

OPERATION

1. Power On/Off

- **Power On:** The hearing aids automatically power on when removed from the charging case.
- **Power Off:** The hearing aids automatically power off when placed back into the charging case. Alternatively, you can long press Multi-function Button 2 for approximately 3 seconds to manually power off the device.

2. Volume Adjustment

The hearing aids have six (6) volume levels.

- **Increase Volume:** Short press Multi-function Button 1.
- **Decrease Volume:** Short press Multi-function Button 2.

3. Switching Hearing Programs

What's In The Box

- | | |
|---------------------|--------------------|
| ① Charging Case x1 | ③ Hearing Aids x 1 |
| ② Eartip x 6 | ④ USB Cable x 1 |
| ⑤ Cleaning Tool x 1 | ⑥ Manual x 1 |
| ⑦ Packaging box x 1 | |



Image: Four intelligent modes for various listening situations.

The NewHear JH-D26AT offers 4 intelligent hearing programs designed for different listening environments. The device has a memory function, so it will remember the last program used when turned off.

- **Switch Programs:** Long press Multi-function Button 1 to cycle through the available programs.
- **Available Programs:**
 - **Normal:** General listening in quiet environments.
 - **Restaurant:** Optimized for noisy environments, reducing background chatter.
 - **Outdoor:** Suitable for open spaces, minimizing wind noise.
 - **Music:** Enhanced for enjoying music with richer sound.

MAINTENANCE

Regular cleaning and maintenance will prolong the life of your hearing aids and ensure optimal performance.

- **Daily Cleaning:** Use the provided cleaning tool to gently remove any earwax or debris from the eartips and the microphone ports. Wipe the main unit with a soft, dry cloth.
- **Eartip Care:** Periodically remove and clean the eartips with a mild soap and water solution. Ensure they are completely dry before reattaching them to the hearing aids. Replace eartips if they become stiff, discolored, or damaged.
- **Storage:** When not in use, store your hearing aids in the charging case to protect them from dust, moisture, and physical damage.
- **Avoid Moisture:** Do not expose the hearing aids or charging case to excessive moisture, water, or extreme temperatures. Remove hearing aids before showering, swimming, or using hairspray.

TROUBLESHOOTING

If you experience issues with your NewHear JH-D26AT hearing aids, please refer to the following common problems and solutions:

Problem	Possible Cause	Solution
No sound or weak sound	Low battery; Eartip blocked by earwax; Volume too low; Device not powered on.	Charge hearing aids and case; Clean eartip and microphone ports; Increase volume; Ensure device is removed from case or manually powered on.
Whistling or feedback sound	Improper eartip fit; Eartip too small; Volume too high.	Ensure eartip is securely seated and creates a good seal; Try a larger eartip size; Decrease volume.
Intermittent sound	Low battery; Loose eartip; Dirty charging contacts.	Charge hearing aids; Re-seat eartip; Clean charging contacts on both hearing aids and case.
Charging case not charging	USB cable or power adapter faulty; Loose connection.	Try a different USB cable or power adapter; Ensure cable is firmly connected to both case and power source.
Hearing aid not turning on automatically	Low battery; Device malfunction.	Ensure hearing aids are fully charged; Try manually powering on (long press Multi-function Button 2). If issue persists, contact support.

If the problem persists after trying these solutions, please contact NewHear customer support for further assistance.

SPECIFICATIONS

Feature	Detail
Model Number	JH-D26AT
Battery Type	Lithium Polymer (3 included)
Hearing Aid Dimensions (each)	Approximately 1.22 inches in length
Hearing Aid Weight (each)	Approximately 0.11 lb (50g)
Charging Case Dimensions	4.8 x 4.8 x 3.31 inches (package dimensions)
Charging Case Weight	11.68 ounces (package weight)
Hearing Aid Charging Time	1.5 hours
Charging Case Charging Time	3.5 hours
Hearing Aid Usage Time	Up to 20 hours per charge
Total Battery Life (with case)	Up to 80 hours
Sound Processing	16-Channel Digital Sound, DSP Noise Cancellation
Hearing Programs	4 intelligent modes (Normal, Restaurant, Outdoor, Music)

WHAT'S IN THE BOX



Image: Contents of the NewHear JH-D26AT package.

Your NewHear JH-D26AT package includes:

- Charging Case x 1
- Hearing Aids x 1 Pair (Left and Right)
- Eartips x 6 Pairs (various sizes)

- USB Charging Cable x 1
- Cleaning Tool x 1
- User Manual x 1

WARRANTY AND SUPPORT

NewHear is committed to providing high-quality products and customer satisfaction. For any questions, concerns, or technical support regarding your JH-D26AT hearing aids, please contact our customer service team. Refer to the contact information provided in your product packaging or on the official NewHear website.

Please retain your proof of purchase for warranty claims.