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› Ceretone OTC Hearing Aids User Manual - Model RM

Ceretone RM

Ceretone OTC Hearing Aids User Manual

Model: RM

Brand: Ceretone

1. INTRODUCTION

Thank you for choosing Ceretone OTC Hearing Aids, Model RM. These advanced in-the-canal (ITC) hearing aids are designed to provide clear sound and enhance your listening experience. Featuring a 16-channel digital sound processing chip and advanced wind noise reduction technology, they aim to minimize whistling and deliver natural sound for clear conversations in various environments. This manual provides essential information for the proper setup, operation, and maintenance of your new hearing aids.



Image: Ceretone OTC Hearing Aids in their charging case, with one blue and one red hearing aid shown separately.

2. WHAT'S IN THE BOX

Your Ceretone OTC Hearing Aids package includes the following items:

- Two Ceretone Hearing Aids (one right, one left)
- Portable Charging/Storage Case
- USB-C Charging Cable
- Four pairs of differently-sized Silicone Ear Tips (Small, Medium, Large)
- Cleaning Tool / Brush
- User Manual

3. PRODUCT OVERVIEW

Key Features:

- **Advanced Digital Processing:** Equipped with a 16-channel digital sound processing chip for clear

audio.

- **Wind Noise Reduction:** Technology to minimize environmental noise and enhance speech clarity.
- **Rechargeable Battery:** Up to 25 hours of continuous use per charge, with 100 hours total battery life using the charging case.
- **Easy Operation:** Simple one-click button for volume and mode adjustments.
- **Multiple Hearing Modes:** Five preset modes including Normal, Restaurant, Music, Outdoor, and Tinnitus masking.
- **Discreet Design:** Small and lightweight for comfortable, confident wear.

Components:



Image: Diagram illustrating the components of the hearing aid, including the easy-to-use multi-function button (MFB), crystal-clear microphone, rechargeable battery, and comfortable ear tip.

- **Multi-Function Button (MFB):** Controls volume and hearing modes.

- **Microphone:** Captures sound from your environment.
- **Speaker:** Delivers amplified sound into your ear canal.
- **Rechargeable Battery:** Integrated for long-lasting power.
- **Ear Tip:** Soft silicone tip for comfort and secure fit.

Dimensions and Weight:

Sleek & Discreet Design You'll Love it

Comfort and style that blend seamlessly with your lifestyle.

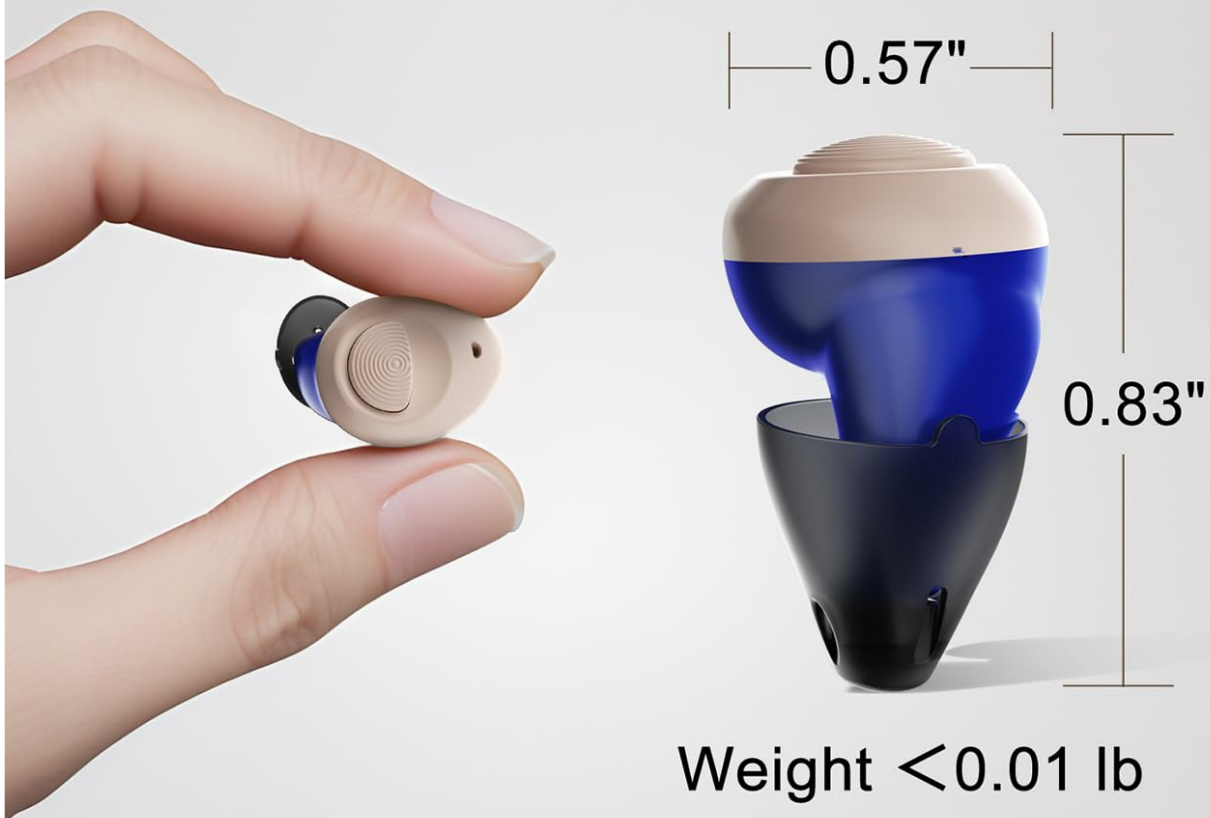


Image: A hand holding a Ceretone hearing aid, illustrating its compact size and dimensions (0.57" width, 0.83" height) and weight (less than 0.01 lb).

Each hearing aid weighs less than 0.01 lb and features a compact design for discreet wear.

4. SETUP

Choosing the Right Ear Tip:

Selecting the correct ear tip size is crucial for comfort, sound quality, and to prevent feedback (whistling). Your package includes multiple sizes (small, medium, large).



Image: A visual guide demonstrating how to properly insert the ear tip by twisting it for a correct angle, and showing an improper insertion that can lead to poor comfort and sound quality.

1. Experiment with different ear tip sizes to find the one that feels most comfortable and provides a secure seal in your ear canal.
2. A good fit should prevent sound leakage and minimize whistling.

Initial Use:

1. **Charge the Hearing Aids:** Before first use, ensure the hearing aids are fully charged. Place them in the charging case and connect the case to a power source using the provided USB-C cable.
2. **Power On:** Remove the hearing aids from the charging case. They will automatically power on.
3. **Insert into Ear:** Gently insert the hearing aid into your ear canal, ensuring a snug and comfortable fit with the chosen ear tip. The right hearing aid typically has a red indicator, and the left has a blue indicator.

5. OPERATING INSTRUCTIONS

Power On/Off:

- **Power On:** Remove the hearing aids from the charging case. They will automatically turn on.
- **Power Off:** Place the hearing aids back into the charging case. They will automatically turn off and begin charging if the case has power.

Adjusting Volume and Hearing Modes:

The ergonomic one-click button on each hearing aid allows for easy adjustment of volume and switching between hearing modes.

Ergonomic Shape Design, Fit the Natural Curve of the Ear



Image: A diagram showing the hearing aid button with instructions: a 1-second press adjusts 6 volume levels, and a 3-second hold switches between 5 preset modes.

- **Volume Adjustment:** Briefly press the one-click button (approximately 1 second) to cycle through 6 different volume levels. A voice prompt will indicate the current volume level.
- **Hearing Mode Switch:** Press and hold the one-click button (approximately 3 seconds) to cycle through the 5 available hearing modes. Release the button when you hear the voice prompt for your desired mode.

Available Hearing Modes:

All-Environment Ready



Image: Four scenarios (with children, entertainment, watching TV, party) illustrating the versatility of Ceretone hearing aids in various environments.

- **Normal Mode:** Suitable for general situations like family conversations or meetings.
- **Restaurant Mode:** Optimized for noisy eating environments, focusing on speech clarity.
- **Music Mode:** Enhanced for listening to music in venues like churches or concerts.
- **Outdoor Mode:** Designed for noisy outdoor environments such as airports or sports grounds.
- **Tinnitus Masking Mode:** Provides white noise to help mask tinnitus symptoms.

6. CHARGING

Your Ceretone hearing aids are rechargeable and come with a portable charging case.

Reliable Long Range Power Capacity

Hearing Aids offers up to 100 hours of total run time per day.

100h



25 Hours
A Single Charge

100 Hours
Total Run Time

3 Times
Extra Full Charges

Image: The Ceretone charging case with text highlighting its reliable long-range power capacity: 25 hours on a single charge, 100+ hours total run time, and 3 extra full charges from the case.

- **To Charge Hearing Aids:** Place the hearing aids into their respective slots in the charging case. Ensure they are correctly seated. The indicator lights on the case will show charging status.
- **To Charge Case:** Connect the provided USB-C cable to the charging port on the case and plug the other end into a compatible USB power adapter (not included).
- **Battery Life:** A full charge provides up to 25 hours of continuous use. The charging case holds enough power for approximately 3 additional full charges, offering a total of 100 hours of use before the case needs recharging.
- **Charging Time:** A full recharge of the hearing aids typically takes about 2 hours.
- **Low Battery Warning:** The hearing aids will provide an audible alert when the battery is low.

7. MAINTENANCE & CARE

Proper care and maintenance will extend the lifespan of your Ceretone hearing aids and ensure optimal performance.

- **Daily Cleaning:** After each use, gently wipe the hearing aids with a soft, dry cloth to remove any earwax or debris. Use the provided cleaning tool/brush to clear any blockages in the ear tip or sound outlet.
- **Avoid Moisture:** Do not expose the hearing aids to water, excessive moisture, or humidity. Remove them before showering, swimming, or using hairspray.
- **Storage:** When not in use, store the hearing aids in their charging case in a cool, dry place. Avoid extreme temperatures.
- **Handle with Care:** Hearing aids are delicate electronic devices. Avoid dropping them or subjecting them to strong impacts.
- **Ear Tip Replacement:** Replace ear tips regularly or if they become damaged or worn to maintain hygiene and optimal sound quality.

8. TROUBLESHOOTING

If you experience issues with your Ceretone hearing aids, please refer to the following common solutions:

Problem	Possible Cause	Solution
No sound or very faint sound	Low battery; Hearing aid not turned on; Volume too low; Ear tip blocked with wax.	Charge the hearing aids; Ensure they are removed from the case to power on; Increase volume; Clean the ear tip and sound outlet.
Whistling or feedback sound	Improper fit in ear; Ear tip too small; Earwax buildup in ear canal.	Re-insert the hearing aid for a snug fit; Try a larger ear tip size; Consult a healthcare professional for earwax removal if necessary.
Sound is distorted or unclear	Ear tip blocked; Low battery; Hearing aid malfunction.	Clean the ear tip and sound outlet; Charge the hearing aids; If problem persists, contact customer support.
Hearing aid does not charge	Charging cable or adapter faulty; Hearing aids not properly seated in case; Charging case battery is empty.	Check cable and adapter; Ensure hearing aids are correctly placed in the case; Charge the charging case.

If you are unable to resolve an issue using the troubleshooting guide, please contact Ceretone customer support for assistance.

9. SPECIFICATIONS

Feature	Detail
Model Name	RM
Brand	Ceretone

Feature	Detail
Style	In-the-Canal (ITC), Both Ear
Color	Skin-Colour
Power Source	Battery Powered (Rechargeable Lithium Ion)
Battery Life (Single Charge)	Up to 25 hours
Total Battery Life (with Charging Case)	Up to 100 hours
Charging Time	Approximately 2 hours
Digital Channels	16-channel digital sound processing
Hearing Modes	5 preset modes (Normal, Restaurant, Music, Outdoor, Tinnitus Masking)
Volume Levels	6 levels
Package Dimensions	6.69 x 4.61 x 2.32 inches
Item Weight	10.55 ounces (total package)
First Available Date	March 3, 2025
ASIN	B0DZ28QV3X

10. WARRANTY & SUPPORT

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

Lifetime Ceretone Support

Lifetime US-based Customer Support from Ceretone Team. Access to Additional Ceretone Hearing Benefits



Image: A hand holding a smartphone displaying a call screen with 'Ceretone' and options to 'Remind Me', 'Message', 'Decline', or 'Accept' a call, symbolizing lifetime customer support.

Warranty Information:

- **1-Year Warranty:** Your Ceretone hearing aids come with an additional 1-year warranty.
- **2-Month Free Return:** Enjoy a free return policy within 2 months of purchase.

Customer Support:

Ceretone offers U.S.-based customer support 7 days a week.

- **Email:** Support@Ceretone.com
- **Phone (U.S. based):** (909) 850-4788 or (866) 283-4262
- **Operating Hours:** Monday - Friday, 9:00 AM - 6:00 PM PST

Please have your model number (RM) and purchase date ready when contacting support.