

OTC HEARING AID

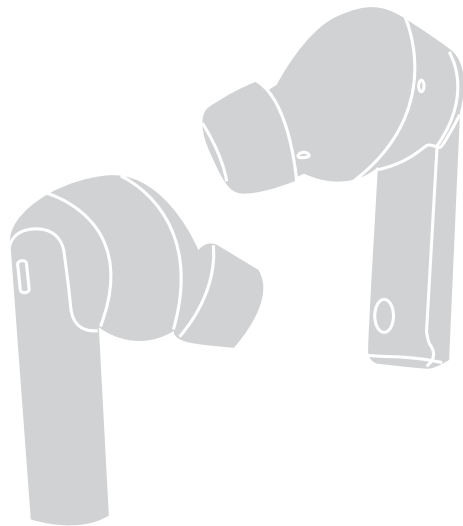
OKB

Good Voice Everyday

User Manual



GV-SA03.60



Regulatory Information

The following additional information is provided in compliance with U.S. Food and Drug Administration (FDA) regulations:

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 18 or 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.

Intended Use

Good Voice OTC Hearing Aids are designed to enhance and deliver sound directly to the ear, addressing mild to moderate hearing loss in individuals aged 18 and above. No prior programming or hearing assessment is required. These aids are intended for use independently, without the need for a hearing care professional's assistance.

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 does not 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.

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.

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 (dome), 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 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.

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.

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.

Possible Side Effects

You may experience minor itchiness, redness, or irritation as your ear adjusts to having an object in it. If these or any related symptoms occur, please see the back page for full contact details. Should you experience an allergic reaction, inflammation, ear discharge, excessive wax buildup, or any other unusual conditions, seek medical help from a physician.

Regulatory Information	1
Table of Contents:	4
Welcome	6
Important Guidelines for Optimal Performance	6
Getting to Know Your Good Voice OTC Hearing Aid	9
Controller	9
Wired Earphones (Model: CD-1)	10
Bluetooth Earphones (Model: HT-001)	11
Included Accessories	12
Care and Maintenance Guidelines	13
Daily Use of the Hearing Aids	15
Extension of Your Wireless Everyday Hearing	15
In Meetings	15
When Watching TV	16
Activating Noise Reduction Modes in Noisy Environments	16
Instructions for Product Use	17
Wearing Your Earphones	17
Finding the Suitable Ear Tips	17
Removing Ear Tips	18
Replacing Ear Tips	18
When to Discard an Ear Tip	19
When to Reuse an Ear Tip	19
How to Use Wired Earphones	20
How to Use Wireless Earphones	21
Device Controls	23
Adjust the Volume	23

Unlock the Controller	23
Power Off the Controller	23
Status and Indicators	24
Bluetooth Pairing Instructions	25
Answering Phone Calls	26
Audio Streaming Bluetooth Devices	27
Charging Instructions	28
Charging Your Hearing Aid	28
Charging Your Bluetooth Earphones	29
Troubleshooting Guide	31
Symbol Information	33
Wireless Technical Description	34
Technical Specifications	35
FCC Warning Statement	36
Manufacturer Information	37
Service and Warranty	38
General Warranty Information	38
Warranty Period and Coverage	38
Customer Responsibilities	39
How to Claim Warranty Service	39
Out-of-Warranty Cases	40
Your Warranty Information	41
Contact Details	42

Welcome

Thank You for Choosing Good Voice OTC Hearing Aid. We appreciate your purchase as a greater step toward hearing what MATTERS.

Please thoroughly review this manual before using your Good Voice OTC Hearing Aid. It contains important information on product features, safety precautions, and regulatory guidelines. Similar to trying on any new devices, it may take some time to get used to the Good Voice OTC Hearing Aid.

Caution: Please retain this manual for future reference. If you have any questions, please see the back page for full contact details. Follow the safety information to avoid damage or injury.

Important Guidelines for Optimal Performance

- Ensure the earphones fit securely and comfortably in your ears. Improper fitting may result in discomfort or reduced performance. Gradually increase the volume to a comfortable level to avoid discomfort.
- Regularly clean or replace the ear tips as instructed to maintain optimal functionality. Accumulation of earwax or residue may cause irritation or impair performance.
- To ensure the best performance of your Good Voice devices, use only authentic Good Voice accessories purchased from authorized dealers.
- This hearing device is intended exclusively for individuals with hearing loss. It is not recommended for use by individuals with normal hearing.
- Keep the device and all components out of reach of children to prevent choking or accidental swallowing.
- Remove the earphones immediately if exposed to excessively loud sounds.

- Confirm whether the hearing aid can be used in areas where electronics or wireless devices are restricted (e.g., on aircraft) as they may cause interference.
- Consult your healthcare professional before using the device if you have an active implanted medical device (e.g. pacemaker).
- Avoid using the hearing devices or charger in areas with oxygen enrichment or a risk of explosion.
- Protect the product from exposure to electromagnetic fields, humidity, smoke, direct sunlight, fire, and extreme temperatures.
- This device complies with the IP22 rating, offering limited protection against dust and dripping water. It is not fully waterproof, so avoid exposing it to water or immersing it in any liquid.
- Protect the product from exposure to electromagnetic fields, humidity, smoke, direct sunlight, fire, and extreme temperatures.

CAUTION: Please keep away from children and pets, because small parts may be inhaled or swallowed.

CAUTION: Please keep this device away from pets, pests, and children.

CAUTION: Avoid potential allergic reactions, please avoid the front of scanner in direct contact to patient's wound.

WARNING: The equipment not suitable for use in the presence of a flammable anesthetic mixture with air or with oxygen or nitrous: Not AP or APG Category

WARNING: No modification of this equipment is allowed.

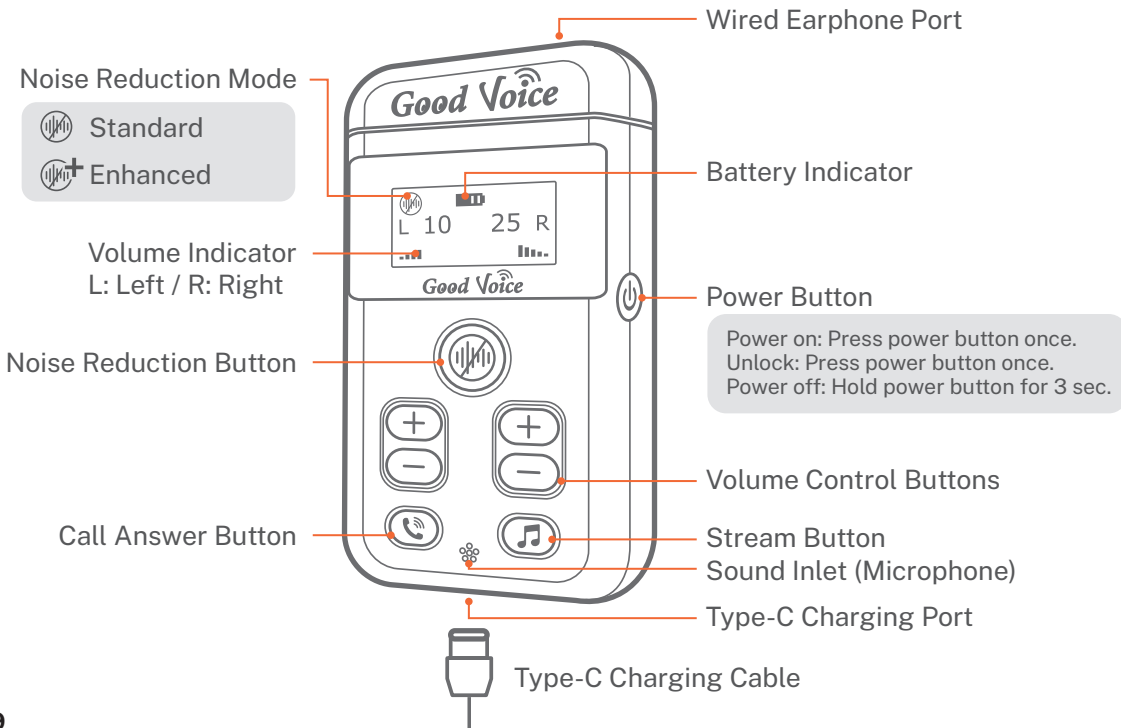
Accessory equipment connected to the analog and digital interfaces must be in compliance with the respective nationally harmonized IEC standards (i.e. IEC 60950 for data processing equipment, IEC 60065 for video equipment, IEC 62368-1 for audio, video, information and communication technology, IEC 61010-1 for laboratory equipment, and IEC 60601-1 for medical equipment.) Furthermore all configurations shall comply with the system standard IEC 60601-1. Everybody who connects additional equipment to the signal input part or signal output part configures a medical system, and is therefore, responsible that the system complies with the requirements of the system standard IEC 60601-1. The unit is for exclusive interconnection with IEC 60601-1 certified equipment in the patient environment and IEC 60XXX certified equipment outside of the patient environment. If in doubt, consult the technical services department or your local representative

Operating Principle

Good Voice hearing aid amplifies sounds to help users with mild to moderate hearing loss hear more clearly. The Controller uses a built-in microphone to pick up sound, a digital signal processor (DSP) to analyze and enhance speech while reducing unwanted noise, and a speaker (receiver) to deliver the amplified sound into the ear by Bluetooth earphones, allowing wireless audio streaming from compatible devices.

Getting to Know Your Good Voice OTC Hearing Aid

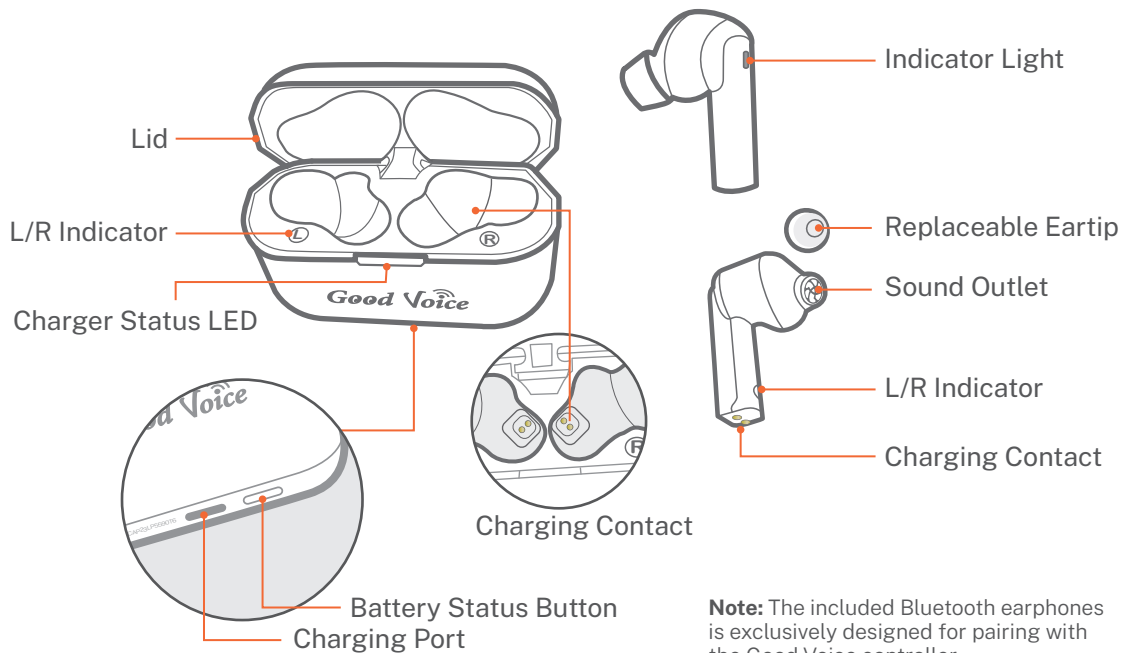
Controller



Wired Earphones (Model: CD-1)



Bluetooth Earphones (Model: HT-001)

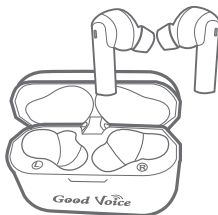


Included Accessories

Please ensure all the following items are included in the package. If any of the following accessories are missing, please see the back page for full contact details.



Controller



Bluetooth Earphone



Wired Earphones



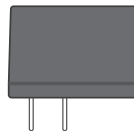
Replacement
Ear Tips



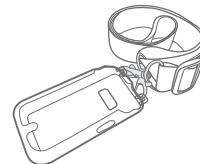
User Manual



Charging Cable
(USB-A to Dual Type-C)




Adapter



Controller
Protection Case

Care and Maintenance Guidelines

To maximize the life of your rechargeable hearing aid batteries, do not store the devices for extended periods without recharging them. Recharge at least once every six months if it is not used.

- Avoid storing the hearing aids in extreme temperatures or harsh weather conditions to prevent battery deterioration.
- “Enhanced Noise Reduction Mode”  reduces environmental sound awareness. Avoid using this mode when full awareness of the user's surroundings is necessary.
- Do not expose the hearing aids or charging case to sand, dust, or other fine particulates, as this may cause permanent damage to the device.
- Store and charge your devices in a dry location. Prolonged exposure to moisture can harm the hearing aids and charging case.
- Avoid using a hairdryer or other heating devices to dry the hearing aids as excessive heat may cause damage.
- Clean the hearing aids as instructed to prevent earwax or residue buildup for maximum product performance.
- To prevent a voided warranty, do not attempt to repair, disassemble, or modify the product.

- To Clean the Controller, Earphones and Charging case: Wipe with a cloth lightly dampened with water. Do not use alcohol for cleaning.
- It is recommended to clean the Controller, Earphones and Charging case whenever visible dirt is observed to maintain hygiene and proper function.
- The hearing aid is designed for single person use.

Battery Safety Warning

- The in-built lithium battery can only be replaced by the manufacturer or an authorized service provider.
- Replacement of batteries with an incorrect type may defeat a safety safeguard, especially with some lithium battery types.
- Disposal of batteries into fire or a hot oven, or mechanical crushing or cutting, may result in an explosion.
- Leaving batteries in an extremely high-temperature environment can result in an explosion or leakage of flammable liquid or gas.
- Exposing batteries to extremely low air pressure may cause an explosion or leakage of flammable

CAUTION: Risk of fire or explosion

- Do not replace the battery with an incorrect type.
- Dispose of used batteries according to the instructions.

Daily Use of the Hearing Aids

Extension of Your Wireless Everyday Hearing

The device is suitable for various environments, ensuring seamless communication with others and helping users to hear **WHAT MATTERS**

Consider the controller as an extension of your ears. For optimal audio reception, position the controller close to the speaker or sound source in different situations.

Note: The following instructions and features apply exclusively to wireless earphones. Wired earphones may not support these functionalities.



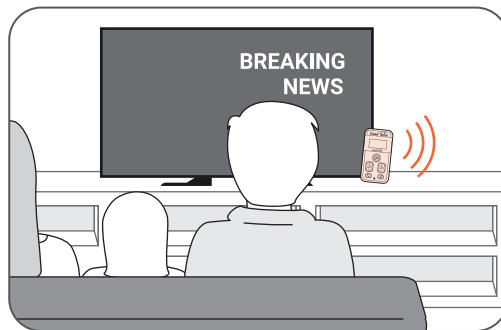
In Meetings

For effective participation and easier follow-up on conversations, place the controller in the center of the conference room table to capture discussions clearly.


When Watching TV

Position the controller near the TV to enhance audio clarity.

If the controller cannot be placed close to the sound source, adjust the volume for each ear to achieve optimal audio performance.




Activating Noise Reduction Modes In Noisy Environments

Press the noise reduction button  once to activate “**Standard Noise Reduction Mode**”

Press the button again to switch to “**Enhanced Noise Reduction Mode**” 

Press the button once more to return to Regular Mode.

Caution: Avoid using “**Enhanced Noise Reduction Mode**”  when full awareness of your surroundings is needed for safety or situational awareness.



Instructions for Product Use

Wearing Your Earphones

1. Consider practicing in front of a mirror

- Hold the earphones stem with the ear tips facing inward.
- The “L” (Left) or “R” (Right) symbol on the stem will be facing you.

2. Place the Ear Tip into Your Ear

3. Rotate the Earphone Stem

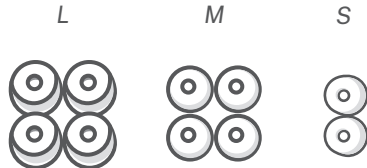
- Rotate about 45 degrees toward your face and gently press the earphones further into your ear.



Finding the Suitable Ear Tips

For the best audio performance and hearing experience, selecting the correct ear tip size is essential.

The earphones come pre-fitted with small ear tips. If the ear tips do not fit your ear comfortably, consider testing out other ear tip size options. Choose the ear tip that offers the best combination of a snug fit and comfort for optimal performance.



Silicone Eartips

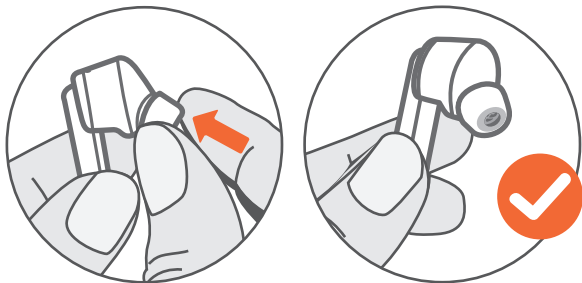
Removing Ear Tips

1. Hold the earphone securely in one hand.
2. Use the other hand to grasp the ear tip.
3. Gently pull the ear tip away from the earphone to detach.



Replacing Ear Tips

1. Align the chosen ear tip with the sound outlet of the earphone.
2. Press the ear tip firmly onto the sound outlet.
3. Ensure the ear tip is fully and securely mounted on the sound outlet before use.



Instructions for Product Use

When to Discard an Ear Tip

Dispose of the ear tips when:

- Ear tips appear noticeably dirty or stained.
- Signs of wear and tear, such as cracks or deformation, are visible.
- Ear tips no longer fit securely or comfortably.

When to Reuse an Ear Tip

Ear tips can be reused if they remain intact and show minimal signs of wear or damage. To clean:

- Soak the ear tip in a mixture 1:100 ratio of soap to warm water.
- Rinse thoroughly with clean water.
- Allow the ear tip to dry completely before reattaching it to the earphone.

How to Use Wired Earphones

1. Turn On the Controller

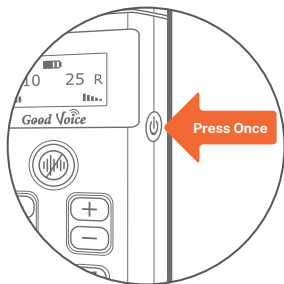
- Press the power button once to turn on the controller.

2. Insert the Wired Earphones

- Connect the wired earphones to the wired earphone port on the controller.

3. Wear the Wired Earphones

- Place the black earphone in the right ear and the white earphone in the left ear.
- For easier use, guide the black right earphone wire around the back of your neck from the left side, then place the earphone in your right ear.



Instructions for Product Use

How to Use Wireless Earphones

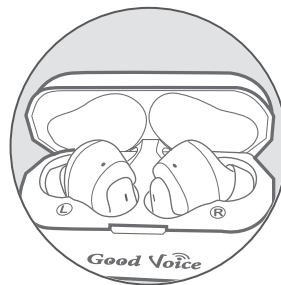
1. Turn On the Controller

- Press the power button once to turn on the controller.



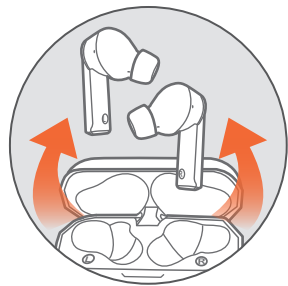
2. Open the Lid of the Charging Case

- When opening the charging case, a prompt sound will play, indicating "Power on"



3. Automatic Pairing

- The left and right earphones will automatically attempt to connect to the controller individually once the lid is opened.
- If successful, you will hear a "Connected" voice prompt from each side, indicating that the earphones are now connected to the controller.
- When both earphones are connected, they are ready for use.



4. Wear the Earphones

- Remove the earphones from the charging case.
- Place the earphones in your ears according to the left (L) and right (R) indicators for proper fit and function.



Device Controls

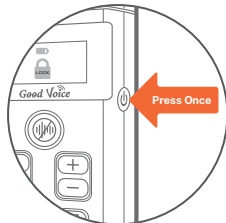
Adjust the Volume

- Use the volume buttons on the controller to adjust the volume for the left and right ear correspondingly.
- Press “+” to increase the volume
- Press “-” to decrease the volume



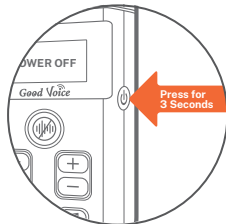
Unlock the Controller

- If the Controller is inactive for 60 seconds, it will automatically lock to prevent accidental pressing of the volume buttons.
- To unlock, gently press the power button once.









Power Off the Controller

- Press the power button for 3 seconds.






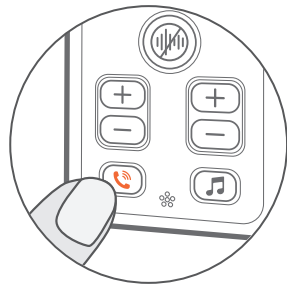
Status and Indicators

Status	Description	Indicator Light	Notification Sound	Remark
Power on	Open the lid of charging case	 Blue light on for 1 second	"Power on"	
Pairing with the controller	Scenario A: Open the charging case lid. Then, power on the controller. Scenario B: Power on the controller. Then, open the charging case lid.	 Scenario A: The LED indicator emits three consecutive blue flashes. It then alternates between amber and blue flashes.  Scenario B: The LED indicator remains off.	"Pairing", then "Connected, Connected"	When the lid is opened, the earphones will automatically attempt to connect to the controller individually, followed by a "connected, connected" indicating that both the earphones are now connected to the controller.
Low battery	When the battery is low	 Amber light flashes every 5 seconds	"Low Battery"	Please place the bluetooth earphones back in the charging case to recharge them.
Charging	Place the bluetooth earphones back in the charging case	 Amber light stays on		Make sure the amber light stays on when placing the earphones into the charging case, indicating that the charging contacts are properly aligned.
Disconnected	Case 1: When the controller is turned off Case 2: The controller and earphones are beyond the connection range (26 feet/8 meters in open space).	 The LED indicator remains blue for 1 second, then it alternates between amber and blue flashes.	"Disconnected"	The Bluetooth connected range is around 26 feet (8 meters) in open spaces.

Bluetooth Pairing Instructions

Pairing your Good Voice Hearing Aid with your Mobile or Bluetooth Devices

- Press and hold the  button for about 5 seconds, then release. “ Pairing” will appear on the screen.
- Turn on the Bluetooth function on your phone.
- "OK Good Voice" will appear on your phone for connection.
- After a successful connection, the Bluetooth symbol  will appear on the screen of the Controller.



Follow these steps during the initial use or if the connection is interrupted:

- Ensure the controller is powered on.
- Confirm that the phone's Bluetooth is enabled.
- Pair the device following the instructions provided in this manual.

Once the setup is complete, the device will automatically reconnect whenever the controller is powered on and the phone's Bluetooth is active.

Bluetooth Pairing Instructions

Answering Phone Calls

IOS

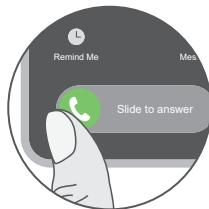
Answer directly from the controller.

- Press  on the controller.




Answer the phone call via your iPhone

- Swipe right or Tap "Accept" to answer the call
- Tap "audio"
- Choose "OK Good Voice"



Android



Answer from your Android phone

- Swipe or Tap  / "Accept" icons to answer the call from your Android phone. Do not answer the phone from the controller directly.
- For Android systems, calls can only be answered via the phone, not through the controller.



Bluetooth Pairing Instructions


Audio Streaming Bluetooth Devices

Press  button once and release the button. The controller's screen will display , indicating you're ready to enjoy audio from both music and videos on your Bluetooth device. Press the button again to return to regular mode.

General Warnings:

- During Bluetooth streaming, ensure that the volume is adjusted directly on the Bluetooth device.
- IOS 6 or higher is required to use the controller with an iPhone, and Android 5 or later for Android phones. Please ensure your device meets the required operation system version before use.
- Bluetooth streaming will lead to higher power consumption on your Good Voice device.

Enjoying Music or Videos from Your Mobile Devices

After connecting to your phone or tablet, press  button on the controller to switch to music mode. Your Good Voice hearing aid amplifies audio for clear listening while enjoying videos or music.



Charging Instructions

Charging Your Hearing Aid

Controller

The controller is designed to provide a battery life of up to 10 hours on a full charge. A fully depleted controller takes approximately 2.5 hours to recharge completely.

Controller Battery Status Indicators



Low Battery

The empty battery icon will flash on the screen.



Charging

The battery icon will display the current battery level and flash while charging.



Charging Completed

The battery icon will stop flashing, indicating the charge is complete.

Battery Life

The Good Voice Controller's battery capacity gradually decreases with use. Lithium-ion batteries lose a small amount of capacity with each full charge cycle, which consists of a complete discharge and recharge. After 300 cycles, the battery retains 80% of its capacity. However, it can be recharged at any time without needing a full discharge, ensuring long-lasting performance.



Charging Instructions

Charging Your Bluetooth Earphones

Battery Life

Fully charged earphones provide up to 6 hours of use. The on-the-go charging case offers an additional 2.5 charges (roughly 15 hours), ensuring all-day usage.

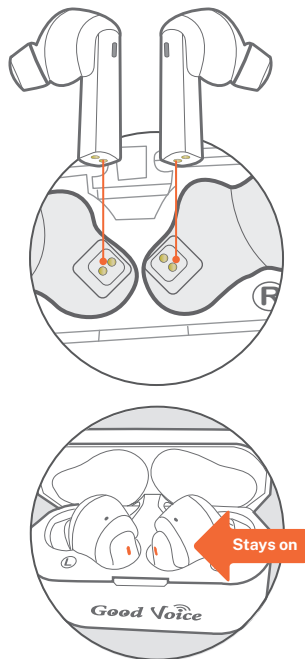
A 5-minute charge in the charging case provides approximately 20 minutes of use.

Charging Instructions

Charging the Earphones

- Place the left earphone in the left cradle and the right earphone in the right cradle of the charging case.
- Ensure the charging port on the earphones and the charging cradles are properly aligned.
- The indicator light on the earphones will turn solid amber, confirming a secure connection.

Once the lid is closed, the earphones will turn off automatically while inside the charging case.



Earphones Charging Case Battery Status Indicators

- Charging:
 - When the case has sufficient battery, it flashes green.
 - When the case is low on battery, it flashes amber.
- Fully Charged: Solid green light for 10 minutes, then turns off.
- Low Battery: Pulsing amber light for 10 seconds, then turns off.

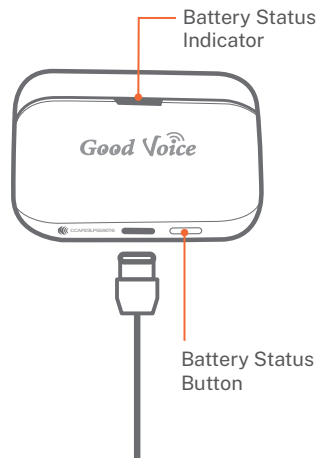
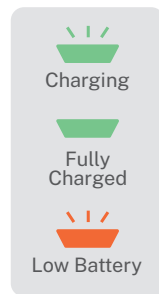
Charging the Charging Case

- Connect the supplied USB-C cable to the USB-C port on the bottom of the charging case.
- Plug the larger end of the cable into the supplied USB wall adapter (supports 5V/1.2A).

It takes approximately 2 hours to fully charge a fully depleted charging case.






Additional Notes:

- Always use the USB cable provided in the packaging.
- Do not use non-specified chargers or adapters, as this may damage the device.
- The supplied USB wall adapter “UNIFIVE/ UMB305-0512 ” is a forming part of the medical device. Input Rating: AC 100-240V 50/60 Hz 0.16-0.12A Output Rating: DC5.0V 1.2A 6.0W



Troubleshooting Guide

If you encounter any issues with your device, please try the following steps:

No.	1	2
Description	The controller and earphone have never been paired.	The controller and earphones have been paired, but they cannot re-pair when both are powered on.
Possible Cause	Earphones were replaced with a new set.	The Bluetooth memory might be full.
Solution	<p>Step1: Open the lid of the charging case. The blue indicator light on the earphones will flash, you will hear the "Power on" prompt.</p> <p>Step2: Wait until the amber and blue indicator lights flash alternately, and you will hear the "Pairing" prompt.</p> <p>Step 3: Then, power on the controller.</p> <p>Step 4: Hold the  button on the controller for 5 seconds, then release. The  pairing" icon will appear on the screen.</p> <p>Step 5: Wait for pairing, once paired, the  icon will appear on the screen of Controller, and you will hear the "connected, connected" prompt.</p>	<p>Step 1: Hold the  button on the controller for 10 seconds, then release. The screen will display "Clear," and the controller will automatically turn off.</p> <p>Step 2: Open the lid of the charging case. The blue indicator light on the earphones will flash, you will hear the "Power on" prompt.</p> <p>Step 3: Wait until the amber and blue indicator lights flash alternately, and you will hear the "Pairing" prompt.</p> <p>Step 4: Then, power on the controller.</p> <p>Step 5: The controller will automatically search for and pair with the earphones.</p> <p>Step 6: Once paired, the  icon will appear on the screen of Controller, and you will hear the "connected, connected" prompt.</p>

3

Loud feedback noise

Earphones are too close to the controller.

Increase the distance between the earphones and the controller, especially when the volume is set to high.

4

Controller cannot connect to mobile phone

The Controller is already paired with another phone

Disable Bluetooth on the currently paired device, then reconnect the controller to your mobile phone. Follow the instructions in the section "Bluetooth Pairing Instructions" on page 25.

5

No sound in phone calls or audio streaming mode, even when the controller is connected to the Bluetooth device.










The Bluetooth device is muted.

During Bluetooth streaming, ensure that the volume is adjusted directly on the connected Bluetooth device.

If there is any other problem, please consult or return the device to your distributor. Do not try to repair a defective device.

Troubleshooting Guide

Symbol Information

Symbol	Description	Symbol	Description
	Caution: Consult accompanying document.		Do not use it if packaging is damaged.
	Keep away from direct sunlight		Medical device
	Protected from moisture		Class II devices
	Federal Communications Commission symbol		Protected against solid objects larger than 12.5 mm, such as fingers or similar objects. Protected against dripping water when tilted at up to 15 degrees from its normal position. Important: The device is not waterproof or dustproof. Do not submerge it in water or expose it to heavy moisture, such as rain or splashing.
	Please follow the national guidelines for electronic product disposal.		

Wireless Technical Description

Your Good Voice hearing aid system is classified as Class II Exempt per 21 CFR 874 and Class II Type BF per IEC 60601-1 Medical Electrical Equipment.

This hearing aid model has been tested to, and has passed, the following EMC, emissions, and immunity tests:

Electromagnetic Emission			
Good Voice hearing aids are intended for use in the Electromagnetic environment specified below. The user should assure that your Good Voice is used in such an environment			
Emission	Compliance	Electromagnetic environment guidance	
RF emissions CISPR 11	Group 1	The Good voice uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.	
RF emissions CISPR 11	Class B	The Good voice is suitable for use in all establishments, including domestic establishments and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.	
Harmonic current emissions IEC 61000-3-2	Class A		
Voltage Fluctuations/flicker emissions IEC61000-3-2			
Electromagnetic Immunity			
Good Voice hearing aids are intended for use in the Electromagnetic environment specified below. The user should assure that your Good Voice is used in such an environment			
Immunity Test	IEC60601 test level	Compliance level	Electromagnetic environment guidance
Electrostatic discharge (ESD) IEC 61001-2	±8 kV contact ±15 kV .	Compliant	Floors should be wood, concrete, or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.

Technical Specifications

Design	True wireless earphones with a compact, in-ear design	Charging Time	Controller: Approx. 2.5–3 hours	
	Color: Polar White		Wireless Earphones: Approx. 1.5 hours	
			Charging Case: Approx. 2 hours	
Audio Specs	Max Output: 111dB (OSPL90) 1K/1.6K/2.5K	Battery Capacity	Controller: 1400mAh / 3.7V	
	Max Output Gain: 25.7 dB (HFA-FOG)		Wireless Earphones: 70mAh / 3.7V	
	Frequency Range (Earphones): 200–8KHz		Charging Case: 550mAh / 3.7V	
	THD+N @ 500Hz	70 dB 2.2%	Charging Port	Type-C
		100 dB 0.8%		
	Equivalent Input Noise <32dBA		Operating Conditions	Temperature: 32°F to 104°F (0°C to 40°C)
	Latency : 2.2 ms			Humidity: 5% to 95% RH
Frequency response smoothness : 4.4 dB		Output	Atmospheric pressure: 70–106KPa	
			3.5mm Auxiliary Output x1	
Compatibility	Bluetooth Version: BT 5.3	Storage/ Transportation Conditions	Temperature: 14°F to 122°F (-10°C to 50°C)	
Battery Life	Controller: Approx. 10 hours	Input rating	Humidity: 5% to 95% RH	
	Wireless Earphones: Approx. 6 hours		Atmospheric pressure: 70–106KPa	
	With Charging Case: Approx. 21 hours		Controller: 5Vdc, 0.7A	
			Charging case: I/P 5Vdc, 1A O/P 5Vdc/0.2A	
			Bluetooth Earphone: 5Vdc, 0.1A	

FCC Warning Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the 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 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 device 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 device does cause harmful interference to radio or television reception, which can be determined by turning the device 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 device and receiver.
- Connect the device 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.

Manufacturer Information

OK Biotech Co., Ltd.

Address: No. 91, Sec. 2, Gongdao 5th Rd., Hsinchu City 30070, Taiwan (ROC)

Website: www.okbiotech.com

Tel: +886-3-5160258

Made in Taiwan

Service and Warranty

General Warranty Information:

OKB Hearing warrants the product to be free from defects in workmanship and materials for the duration of the warranty period. If the product fails during normal and proper use within the warranty period, OKB Hearing may, at its discretion, repair or replace the defective parts or the product itself with new or reconditioned parts/products of equal or superior functionality.

The warranty applies only to products newly manufactured at the time of purchase and does not cover used, refurbished, or manufacturing seconds. Please retain your original purchase invoice for warranty claims.

Warranty Period and Coverage:

- **30-Day Money-Back Guarantee:** Begins on the delivery date and expires on the 31st day.
- **1-Year Manufacturer's Warranty:** Starts on the delivery date and lasts 365 days. For replacements, the warranty duration is calculated from the original purchase date.
- If proof of purchase is unavailable, the manufacturer's recorded date will be used as the warranty start date.

This warranty covers all OKB Hearing and accessories purchased directly from OKB Hearing and includes defects in materials or workmanship under normal use.

Service and Warranty

This warranty excludes damage or failure caused by:

- Improper installation, operation, cleaning, or maintenance
- Tampering, unauthorized repairs, or modifications
- Loss or theft
- Wear and tear, including changes in texture, color, or finish
- External factors such as accidents, natural disasters, or electrical faults
- Use outside recommended operational conditions as stated in the user manual

Customer Responsibilities:

- Read the user manual and follow instructions carefully.
- Avoid overcharging; unplug the product once fully charged.
- Keep the original packaging for transportation if servicing is required.

How to Claim Warranty Service:

1. Contact customer support in the back page with a description of the issue.
2. Provide proof of purchase.
3. Follow instructions for sending the product for evaluation.

Out-of-Warranty Cases:

If the warranty period has expired or exclusions apply, OKB Hearing will offer a service estimate. Repairs will proceed only after customer approval and payment.

International Warranty:

The warranty applies only in the country of purchase.

Limitation of Liability:

OKB Hearing is not responsible for incidental or consequential damages beyond the scope of this warranty.

Your Warranty Information

Thank You for Choosing OKB Hearing. This warranty is valid for a period of 12 months from the date of purchase. To ensure smooth service, please keep your warranty card in a safe place.

- Name:
- Address:
- Phone:
- E-mail:
- Product Serial Number:
- Date of Purchase:
- Purchased from (Dealer's Name)

Contact Details

Email: support@okbhearing.com

Phone: +1 626-225-0621

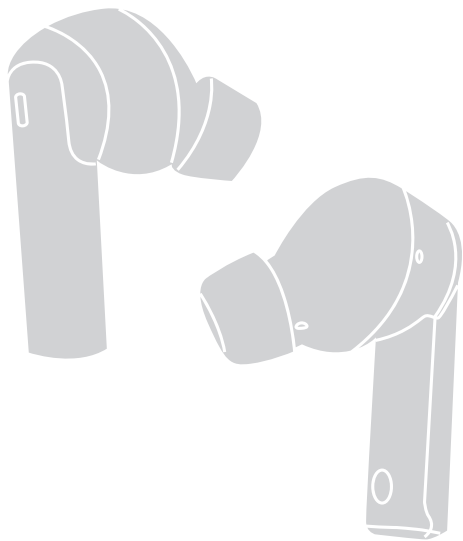
Business Hours: 9:00 AM – 6:00 PM (PST) | Monday - Friday

Business Address: 414C Cloverleaf Dr, Baldwin Park, CA 91706



**Need an extra pair of Bluetooth Earphones?
Contact us and we'll be happy to assist you!**

GV-SA03.60



10-81-0377-0103 V1-MAY25