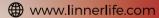


global customer service



V1.0

10/18/2023

Warranty

The warranty period for LINNER Venus is one year from the date of purchase.

Global Customer Service

If you encounter with any quality issue, please feel free to contact our support team, we are always glad to help.

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01

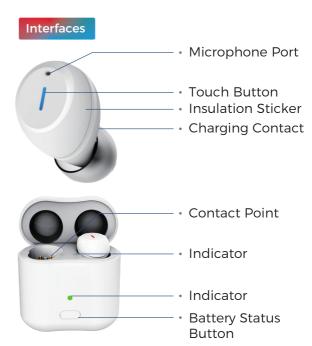
KNOWING YOUR HEARING AIDS

Device Overview

LED & VP

Controls

Device Overview



Accessory



User Manual



Charging Cable



Open Dome



Magic Dome



LED & Voice Prompt



STATUS	VOICE	LED
Power on	beep	N/A
Power off	N/A	N/A
Adjust volume	beep	
Maximum volume	beep x 3	
Mode switch	beep x 1/2/3	
Hearing aids charging	N/A	Charging: Green LED blinking Charging complete: Green LED on
Charging case charging	N/A	Charging: Blue LED on Charging complete: Green LED on
Charging case battery indicator	N/A	Battery high: Green LED on Battery low:Blue LED on

Controls



ITEM	FUNCTION	OPERATION		
Hearing enhancement	Left ear volume +	Click for once		
	Right ear volume +	Click for once		
control	Left ear mode switch	Long Press for 2 seconds		
	Right ear mode switch	Long Press for 2 seconds		

02

DEVICE SET UP

Charging

Wearing

Power on/off

Charging



Step 1Place the devices into charging base.



Plug the small end of cable into charging port of charging base.



Step 3Plug the big end of cable into adaptor.



Step 4Connect with power.

Wearing



Step 1Hold the device.



Step 2
Insert into ear canal.



Step 3Gently tug on your ear lobe.



Step 4
Push the device into best fit position.

Power on/off

To turn on: Just take the devices out of the charging case, they will be automatically turned on.

To turn off: Place the devices into corresponding port of the charging case.



Notice:

The devices are equipped with power-on delay function. It needs about 10 seconds to get started.

03

HEARING AMPLIFICATION

Hearing Amplification

Amplification

After you take the hearing aids out of the charging case, the hearing amplification will be enabled automatically by putting them on your ears.

Volume control

Tap the touch panel on each hearing aid to increase the volume, the volume could be adjusted in loop.



Individual volume control

If you have different hearing loss levels in binaural ears, you could adjust the volume of the left/right hearing aids separately to get a balanced hearing.

Mode switch

LINNER Venus provides 3 scene modes, switch the mode by long pressing the tap panel for 2 seconds.



Best hearing enhancement and less noise reduction, suitable for 1 on 1 talk or quiet environment.



Best hearing enhancement and high noise reduction, better speech understanding in noise.



Less hearing enhancement and high noise reduction, suitable for driving or public transportation.

07

TROUBLE SHOOTING

Product Maintainance

Self-Check Your Device

FAQ



Product Maintainance

1) Clean the exterior & charging contact To clean, gently wipe the surface with a soft, dry cloth. Use the brush to clean the receiver port. Do keep the charging contact and charging port clean and dry. It is recommended to use dry box or electronic dry box for drying every day to reduce moisture and wax buildup.



2) Clean the dome Use the brush to clean the dome. It's recommended that replace with new dome every 2-3 months.

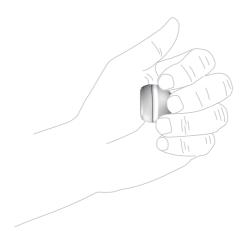


Do not allow water or liquid to enter any openings.

Self-Check Your Device

Preparation

- 1) Make sure the unit is fully charged.
- 2) Make sure the eartip / dome / tube / earhook is fixed firmly.
- 3) Turn on the unit again.
- 4) If not, charge the unit again. And repeat the process from Step 1.



Hold the unit in your hand. If any whistling sound, it means the unit can normally work.

We strongly recommend you fully charge the devices when you first time received.

FAQ

Issue	Potential cause	Potential solution	
Feedback or Whistling	Is your earmould or dome inserted correctly in your ear?	Re-insert it or choose a suitable dome	
	Is the volume very loud?	Reduce the volume	
	Are you holding an object (e.g a hat or a phone) close to the hearing aids?	Move your hand away to create more space between the hearing aid and the object	
	Is your ear full of wax?	Visit your physician	
No Sound	Is the hearing aid turned on?	Turn it on	
	Is the battery charged?	Charge the battery	
	Is the receiver not working?	Feedback to LINNER's customer service	
	Is there moisture in your hearing aid?	Dry the hearing aids	
Sound is distorted, spluttering or weak	Is the battery charged?	Charge the battery	
	Is the receiver not working?	Feedback to LINNER's customer service	
	Is there moisture in your hearing aids?	Dry the hearing aids	
Battery drians very quickly	Did you leave your hearing aids for long periods of time?	Recharge your hearing aids	
	Is the battery old?	Feedback to LINNER's customer service	

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SAFETY INFORMATION

Before Usage

Important Safety Information

Symbols

Classfication

Indications for Use

Contraindications



Before Usage

- 1) The intended use of hearing aids is to amplify and transmit sound to the ears and hereby compensate for impaired hearing. The hearing aids must only be used by the intended person. They should not be used by any other person as they could damage hearing.
- 2) LINNER venus hearing aids are designed for people with mild-moderate hearing loss, if your hearing situation is not in this range, this device might not work 100% as intended.
- 3) If it is first time you use hearing aids, it is recommended that you start with low volume and then increase volume slowly in next 7 days. which allows your ears adapt to the hearing enhancement of hearing aids.
- 4) Hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Infrequent use of a hearing aids does not permit a user to attain full benefit from it. The use of a hearing aids is only part of hearing habilitation and may need to be supplemented by auditory training and lip reading.

Important Safety Information

- 1) Changes or modifications to the hearing aids that were not explicitly approved by LINNER are not permitted. Such changes may damage your ear or the hearing aids.
- 2) Do not use the hearing aids in explosive areas or exposed to extreme heat.
- 3) The hearing aids contain small parts that can cause choking, if swallowed by children. Keep out of reach of children. If swallowed consult a physician or hospital immdiately.
- 4.This device is not water-proof, don't wear during shower or swimming.

FCC Warning

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- 1) This device may not cause harmfulinterference, and
- 2) this device must acceptany interference received, including interference that may cause undesired operation.



Symbols

③	Refer to instruction manual/booklet To signify that the instruction manual/booklet must be read. Caution Indicates that caution is necessary when operating the device or control close to where the symbol is placed, or that the current situation needs operator awareness or operator action in order to avoid undesirable. consequences.		The symbol indicates that the product should not be discarded as unsorted waste but must be sent to separate collection facilities for recovery and recycling.
SN	Symbol for "SERIAL NUMBER"	88	Symbol for "Recycle"
==	Symbol for "DIRECT CURRENT"	wi]	Date and Country of manufacturer
"	Symbol for "MANUFACTURER"		

Classfication

The hearing aids are considered as Type B applied part;

The hearing aids are intended for personal use only;

Indications for Use

LINNER Venus is a wireless, air-conduction hearing aids which is suitable for up to severe sensorineural hearing loss. It is intended for home and outdoor, adult use only.

Contraindications

*Congenital atresia of the external ear or malformation of the external auditory canal, with a large number of foreign bodies in the external auditory canal;

*Unstable deafness, degree of hearing loss; *The main complaint is accompanied by headache, dizziness, ear pain, tinnitus and other symptoms of discomfort;

*Sudden deafness in the past 3 months, progressive rapid deafness, obvious unilateral deafness or other acute ear diseases at the same time

*Middle ear effusion with frequent pus;

*Central deafness, non-organic deafness;

*Patients with acute otitis externa, myringitis

*Patients with acute and chronic purulent otitis media:

*Patients who are allergic to the material of this product;

↑ CAUTION

- 1.Not used in oxygen rich envrionment, not intended for use with flammable anaesthetics, not intended for use in conjunction with flammable agents;
- 2. It is not allowed for untrained person to change lithium battery which might cause dangerous situation:
- 3. It is not allowed to repair or maintain product when in use:
- 4. Patient is an intended operator;
- 5. The device contains sensitive electronic components. To avoid electronic interface, avoid using the device near a strong electromagnetic field radiated interface singnal or electrical fast transient/burst signal;
- 6. When product reaches expected lifetime, please contact seller for instruction;
- 7. Do not modify this equipment without authorization of the manufacturer:
- 8. When you are having issues using the product, contact manufacturer or representive of the manufacturer:
- 9. When the performance of the device changes, contact manufacturer for instruction:
- 10. Do not expose the device to the environment that exceeds specification;

A CAUTION

- 11. If you have potential allergic reactions towards the material, please contact manufacturer;
- 12. Using accessories that not mentioned in the manual might cause unforseeable damage to the device:
- 13. Lint, dust might cause damage to the device;
- 14. If the IR sensor fails, the in-ear detection function will not work:
- 15. Identify any known side effects associated with hearing aid use (which may require consultation with a doctor), for example, accumulated earwax;
- 16. Please examine the device firstly if you use hearing aids where electric or wireless device is limited:
- 17. Falling, immerse in liquid, strong magnetic field and over-heat may damage the hearing aids;
- 18. The eartips might remain in the ear, in this case, take them out carefully or consult a doctor;
- 19. Lithium battery might cause unforseeable harzard including explosion, fire, leakage, please contact manufacturer immediately:
- 20. The charger should meet IEC 60601-1 standard and satisfy 2 MOPP isolation requirement.

