

Digital Hearing Aid goHearing E11



Scan the QR code to download the goHearing app. iOS and Android compatible



Welcome

Thank you for choosing our hearing aids to accompany you in your daily life. Just like any new device, it takes some time to become familiar with their operation. This manual will help you rediscover the joy of hearing.

To ensure optimal hearing benefits, it is recommended to wear the hearing aids throughout the day. This will assist you in achieving the best hearing assistance.

We suggest you first familiarize yourself with the new hearing aids, try using the buttons on them, and memorize their locations on the hearing aids. This will make it easier for you to operate them when wearing the hearing aids.

E11 HEARING AID

You have purchased the Mimitakara MFi goHearing E11 Digital Hearing Aid; series name: goHearing E11, model: UP-6SF.

Once paired with a smartphone, this hearing aid allows you to play music and answer calls, providing a high-quality listening experience (supports high-fidelity music playback).

※ Reminder

We recommend that you seek professional assistance first to understand your hearing condition and eliminate any pathological problems before wearing the device. It is important to adjust the volume within a moderate range, as high volume may cause hearing damage.

Please note that the hearing aids is not suitable for children under 3 years of age.

The hearing aids themselves take about 4 hours to fully charge. When fully charged, each hearing aid can last over 20 hours when used individually. To maintain optimal battery life, it is recommended to charge the hearing aids daily.

※ This product does not include a USB adapter; please purchase one separately.

● Charging box

The charging box has four LED lights numbered LED1 to LED4 from left to right.

1. When connected to USB power (5VDC):

- Press the button, open or close the cover. The LEDs will display the current battery level.
- LED2 and LED3 indicate the charging status of the charging box:

Charging box	Light Indicator
When the hearing aids are not placed for charging	
When the charge level is <50%	● ● ● ● flash slowly
When the charge level is 50%~99%	● ○ ● ● flash slowly
When the charge level is >99%	● ○ ○ ● Solid White

2. When not connected to USB power (5VDC):

- Press the button to open or close the cover. LED2 and LED3 will display the battery level of the charging box:

Charging box	Light Indicator
When not charging, press the button and open or close the top cover.	
When the battery level is <30%	● ● ● ● flash slowly
When the battery level is 30%~90%	● ○ ● ● flash slowly
When the battery level is >90%	● ○ ○ ● Solid White
When the hearing aids are not inserted	● ○ ○ ● Solid White
When both hearing aids are inserted for charging	● ○ ○ ● flash slowly

3. LED1 and LED4:

- LED1 shows the charging status of the left hearing aid.
- LED4 shows the charging status of the right hearing aid.

4. Hearing Aid Charging Status:

- When the hearing aids are not in the box, LED1 and LED4 are off.
- When the hearing aids are in the box:

Slow flashing indicates they are charging.

Charging box	light display
When the left hearing aid is fully charged	○ ○ ○ ● Solid White
When the right hearing aid is fully charged	● ○ ○ ○ Solid White

ACCESSORIES

- 1 Charging box
- 2 E11 Hearing Aids
- 3 Comfortable earpieces
- 4 USB Type-C charging cable



FEATURES



BASIC SETUP

Power ON/OFF / Bluetooth Pairing

- **Power On:** The E11 will power on automatically once removed from the charging case.
- **Power Off:** The E11 will power off automatically once it is inserted into the charging case.
 - ※ Long-press the button for 10 seconds, then release. Each earpiece can be turned off individually.
 - ※ When the battery is extremely low, the hearing aid will automatically shut down.
- **Bluetooth Pairing**
Activate your mobile phone's Bluetooth, search for "goHearing E11", and click to connect. Maintain an uninterrupted connection within a range of at least 5 meters.

Important Note:

If the charging box has extremely low or no power, placing the hearing aids inside will cause whistling. To stop this, insert the USB 5VDC cable to start charging. The hearing aids inside the box will automatically shut down, and the whistling will stop.

● Charging Your Hearing Aid

- When you put the hearing aid in the charging box, it will turn off and start charging automatically. When you take it out, it will turn on and go into mute mode.
- If the battery is very low, the hearing aid will shut down by itself. Charge it as soon as possible to avoid damage.

Important Notes:

- Do not charge the hearing aids in hot places.
- Always put the hearing aid back in the charging case when not in use. Using it until the battery is completely empty can shorten the battery life.
- The battery will wear out over time. Replace it every two years. Contact your dealer for battery replacement; do not try to replace it yourself.

VOLUME AND MODES

● Hearing Aid Mode

- The hearing aids don't need Bluetooth pairing. They can be used immediately for one or both ears.
- The hearing aid has three volume levels: Low(1), Medium(2), and High(3). Press the button to cycle through the volume levels: 3 → 2 → 1 → 3 → 2 → 1...
- To adjust the volume, press and hold the button on the left or right hearing aid for 1 to 1.5 seconds. Release it after you hear a beep. You can adjust the volume on each hearing aid separately or both at the same time.

● Answer Call Mode

- Make sure the hearing aids are Bluetooth paired with your mobile phone before answering a call.
- Once paired, your phone will automatically switch to Bluetooth audio, allowing you to use the hearing aids for calls.

● Music Playing Mode

Before playing music, ensure the hearing aids are paired with your mobile phone via Bluetooth.

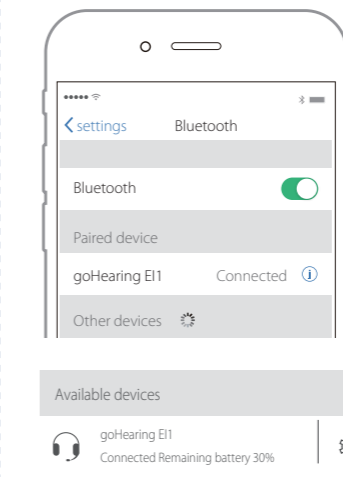
● Setting Up the App:

- Make sure the goHearing E11 are Bluetooth paired with your phone before connecting to the goHearing app.
- Once connected to the app, you will have more settings available. You can set each unit individually or set both simultaneously.

For new or unpaired earphones, when you turn them on for the first time, they will enter Auto Pairing Mode:

- (1) Within 3 minutes, your phone can find the earphones named "goHearing E11" and pair with them using MFi (for iOS) or ASHA (for Android) hearing aid settings.
- (2) If they're not paired within 3 minutes, the earphones will exit Auto Pairing Mode. After that, your phone won't be able to find them under the name "goHearing E11".

If the automatic pairing is successful, the goHearing E11 will enter Reconnection Mode the next time when it's turned on. It will try to reconnect to the phone for 20-30 seconds. If it fails, it will go back to Automatic Pairing Mode. During Reconnection Mode, the earphones can't be found by other phones as "goHearing E11".



On Android:

1. Go to Assistance Tools.
2. Select Hearing Assistance.
3. Tap Hearing Aid Support

On iOS:

1. Go to Hearing Assistance.
2. Tap Connect Hearing Aid

When there is a pairing connection, click on the connection screen to check the battery level of the hearing aid.

※ In Bluetooth settings, you can choose "disconnect" or "clear" to remove a paired device.

WEARING INSTRUCTIONS

Insert the right hearing aid (R) into your right ear and the left hearing aid (L) into your left ear. Ensure both units are firmly inserted to prevent feedback noise. If feedback noise persists despite a snug fit, try using earplugs of the appropriate size.



CHARGING INSTRUCTIONS

The charging case features a built-in lithium battery and can be charged using a power bank or car charger. To charge, insert the USB Type-C cable into the charging port of the case, connect the other end to a USB adapter, and plug the adapter into a power outlet. The charging case takes approximately 4 hours to fully charge and can provide up to 5 full charges for the hearing aids.

- Through the app, users can adjust the Mode, Volume, and Balance to their preferences. There are 5 modes available, each catering to different levels of hearing loss. Users can select the mode that best suits their needs.

Mode	Hearing Loss Level
Model 1	45dB
Model 2	50dB
Model 3	55dB
Model 4	60dB
Model 5	65dB

FCC

Federal Communications Commission (FCC) Statement 15.105(b)

This equipment 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 equipment 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 equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment 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 equipment and receiver.
- Connect the equipment 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.

15.21

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

FCC RF Radiation Exposure Statement:

1. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
2. For portable operation, this device has been tested and meets FCC RF exposure guidelines. When used with an accessory that contains metal may not ensure compliance with FCC RF exposure guidelines. 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.



Safety manual for hearing instruments

for US and Canadian markets
Master

Safety information

This safety manual provides safety information and other important information about your hearing instruments.

It covers several instrument types and optional features.

- Refer to the user guide of your hearing instruments, to check the instrument type and the activated features.

Intended use

Hearing instruments are intended to improve the hearing of hearing impaired persons. Diagnosis and prescription of a hearing instrument must be performed by hearing health specialists, e.g. acousticians, audiologists or ENT doctors.

Use the hearing instruments and accessories only as described in the respective user guides.

Explanation of symbols

Symbols used in this document	
	Points out a situation that could lead to serious, moderate, or minor injuries.
	Indicates possible property damage.
	Information and warnings for children with hearing instruments.
Symbols on the device or packaging	
	CE compliance label, confirms compliance with certain European Directives, refer to section "Conformance information".
	EMC and radio communications compliance label Australia, refer to section "Conformance information".
	Optional symbol for custom models with wireless functionality.
	Indicates the legal manufacturer of the device.
	Do not dispose of the device with general domestic waste. Read more in section "Disposal information".
	Read and follow the instructions in the user guide.

NOTICE
Your hearing instruments are designed to comply with international standards on electromagnetic compatibility but interference with nearby electronic devices could occur. In this case, move away from the source of interference.

For hearing instruments with a tinnitus feature

Your hearing instrument may be equipped with a tinnitus feature (e. g. with a tinnitus therapy signal, a tinnitus noiser, or another special function). The use of the tinnitus feature should be only on the advice and in consultation with your Hearing Care Professional.

WARNING
Risk of further impairment to the user's hearing health. The volume of the tinnitus feature can be set to a level which could lead to permanent hearing damage when used for a prolonged period of time.

- The tinnitus feature should never be used at uncomfortable levels.

For hearing instruments with AutoPhone magnet

WARNING
Risk of affecting life support systems!

- Use a magnet only when it is a safe distance away from life support systems, such as pacemakers or magnetic valves. For example, the safe distance between pacemaker and magnet should be at least 10 cm (4 inches).

NOTICE
Magnets can disturb electrical devices and delete stored data.

- Keep magnets away from computers, monitors, television sets, storage media and other electronic equipment/devices.

NOTICE
In close proximity, AutoPhone magnets can damage receiver units of RIC hearing instruments.

- Keep a minimum distance of 2 cm between the RIC receiver and any magnet, including the AutoPhone magnet. For example, do not store your RIC hearing instruments and a smartphone with attached AutoPhone magnet together in a small pocket or box.

For hearing instruments with a magnet in the battery compartment

WARNING
Risk of interference with active and non-active implants!
If you wear an active or a non-active implant, e.g. a brain implant:

- Prior to use, have the electromagnetic compatibility verified. Consult the physician that implanted the device before using your hearing instruments.
- Keep a safe distance of about 1.6 inches (4 cm) between the implant and hearing instruments.

General warnings

	WARNING Risk of impairing the residual hearing of the user. ● Use only hearing instruments that have been fitted especially for your needs.
	WARNING Risk of injury! ● Do not use obviously damaged devices and return them to point of sale.
	WARNING Note that any unauthorized changes to the product may cause damage to the product or cause injury. ● Use only approved parts and accessories. Ask your Hearing Care Professional for support.
	WARNING Your hearing instruments may reduce certain background sounds, potentially also traffic or warning signals.
	WARNING Risk of explosion! ● Do not use your hearing instruments in explosive atmospheres (e. g. in mining areas).
	WARNING Choking hazard! Your hearing instruments contain small parts which can be swallowed. ● Keep hearing instruments, batteries and accessories out of reach of children and mentally disabled persons. ● If parts have been swallowed consult a physician or hospital immediately.

If you have hearing instruments that are intended for the fitting of children under the age of 3 years or persons with a developmental age of under 3 years, refer also to section "For children under the age of 3 years".

	NOTICE ● Protect your hearing instruments from high humidity. Do not wear them in the shower or when you apply make-up, perfume, aftershave, hairspray or suntan lotion.
	NOTICE ● Protect your hearing instruments from extreme heat. Do not expose them to direct sunlight.
	NOTICE ● Do not dry your hearing instruments in the microwave oven.
	NOTICE Different types of strong radiation, e. g. during X-ray or MRI head examinations, may damage hearing instruments. ● Do not wear the hearing instruments during these or similar procedures. Weaker radiation, e. g. from radio equipment or airport security, does not damage the hearing instruments.

For certain instrument types

BTE models: Instruments that are worn behind the ear and that have a tube.

CAUTION
Risk of injury!
● Always wear the tube with an ear piece.
● Make sure that the ear piece is completely attached.

RIC models: The receiver is placed within the ear canal and connected to the instrument via a receiver cable.

WARNING
Risk of injury!
● Always wear the receiver cable with an ear piece.
● Make sure that the ear piece is completely attached.

NOTICE
Do not pull the receiver connection as this could damage your hearing instruments.



Other models

For all other models, no model-specific safety information applies.

For children under the age of 3 years

There are special hearing instruments for the fitting of children under the age of 3 years or persons with a developmental age of under 3 years. Ask your Hearing Care Professional for further information.

WARNING
 Choking hazard!
Your hearing instruments contain small parts which can be swallowed.

- Ensure adequate supervision if infants, small children or mentally disabled persons need to wear hearing instruments.
- Check the completeness of the hearing instruments regularly.
- Ensure that your child or the mentally disabled person does not detach the hearing instrument from the earmold.
- Consult your Hearing Care Professional if the housing is deformed.
- Keep the battery compartment locked. Verify the proper function of the locking mechanism.
- Keep batteries and accessories out of children's or mentally disabled person's reach.
- If swallowed consult a physician or a hospital immediately.

For certain battery types

For hearing instruments with built-in power cells (lithium-ion rechargeable batteries) Read the safety information on power cells in the hearing instrument's user guide.

	NOTICE ● Do not dry your hearing instruments in the microwave oven.
	NOTICE Different types of strong radiation, e. g. during X-ray or MRI head examinations, may damage hearing instruments. ● Do not wear the hearing instruments during these or similar procedures. Weaker radiation, e. g. from radio equipment or airport security, does not damage the hearing instruments.
	NOTICE Your devices comply with international standards. However, it cannot be guaranteed that all products on the market work interference-free, for example some induction cookers may cause audible interference.

Contraindications

	WARNING Consult a Hearing Care Professional if you experience any unusual side effects like skin irritation, excessive accumulation of ear wax, dizziness, change in your hearing, or if you think there may be a foreign object in your ear canal.
	WARNING A Hearing Care Professional should advise a prospective hearing instrument user to consult a licensed physician before using the hearing instrument if the Hearing Care Professional determines that the prospective user has any of the following conditions: ● Visible congenital or traumatic deformity of the ear. ● History of active drainage from the ear within the previous 90 days. ● History of sudden or rapidly progressive hearing loss within the previous 90 days. ● Acute or chronic dizziness. ● Unilateral hearing loss of sudden or recent onset within the previous 90 days. ● Audiometric air-bone gap equal to or greater than 15 dB at 500 Hz, 1,000 Hz, and 2,000 Hz. ● Visible evidence of significant cerumen accumulation or a foreign body in the ear canal. ● Pain or discomfort in the ear.

For hearing instruments with wireless functionality

	In some countries restrictions for the usage of wireless equipment exist. ● Refer to local authorities for further information.
	WARNING Risk of affecting electronic equipment! ● In areas where the use of electronics or wireless devices are restricted, verify if your device has to be turned off.

For hearing instruments with replaceable batteries

	NOTICE Only use zinc-air batteries or nickel-metal hydride (NiMH) rechargeable batteries. Do not use e.g. silver-zinc or lithium-ion rechargeable batteries.
	NOTICE Leaking batteries damage the hearing instruments. ● Turn the hearing instruments off when not in use to preserve the battery. ● Remove batteries when the instruments are not in use for a prolonged period of time.

When using remote control apps

When using an app for controlling hearing instruments:

WARNING
Risk of hearing damage!
The device with the app for controlling hearing instruments generates short control signals which may be audible. If the device running the app has a very high audio output there is the risk of hearing damage.
While using the app:
● Do not hold the loudspeaker of the device to your ears or the ears of others.
● Do not use the device with headphones, headsets or other audio playback devices.

Important information

Operating, transport and storage conditions. For hearing instruments with built-in power cells (lithium-ion rechargeable batteries). Read the operating, transport and storage conditions in the hearing instrument's user guide.

For hearing instruments with replaceable batteries

Operating conditions		
Temperature	0 to 50 °C (32 to 122 °F)	
Relative humidity	5 to 93 %	
During extended periods of transport and storage, please observe the following conditions:		
	Storage	Transport
Temperature	10 to 40 °C (50 to 104 °F)	-20 to 60 °C (-4 to 140 °F)
Relative humidity	10 to 80 %	5 to 90 %

For other parts, such as batteries, other conditions may apply.