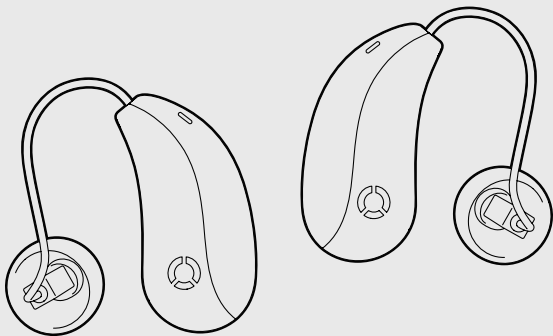


# User Manual



**ORKA TWO**

# Contents

<b>1. Set up your hearing aids</b> .....	03
What's in the box .....	04
Get to know your hearing aids .....	06
Get to know your charging case .....	07
First-time setup .....	08
Multi-device connections .....	10
<b>2. How to wear</b> .....	13
Putting on your hearing aids .....	14
Check for proper fit .....	17
<b>3. How to charge</b> .....	19
Charging your hearing aids .....	20
Charging your charging case .....	22
Wireless charging .....	23
Charging status .....	24

<b>4. How to use</b>	27
On/off	28
Answering/hanging up calls with hearing aids	29
How to use charging case buttons	30
<b>5. Orka Health app</b>	31
App overview	32
App homepage	33
How to update firmware	34
<b>6. Care and maintenance</b>	35
Storing your hearing aids	36
Maintaining your hearing aids	37
Different types of domes	40
Checking your domes	41
Changing your domes	42

Replacing your wax guard .....	45
Using your sizing tool .....	49
<b>7. Troubleshooting</b> .....	<b>55</b>

# 1

## Set up your hearing aids

What's in the box

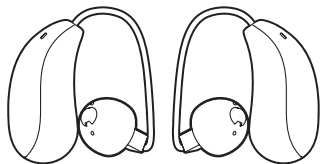
Get to know your hearing aids

Get to know your charging case

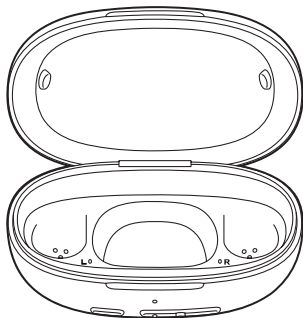
First-time setup

Multi-device connections

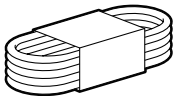
## What's in the box



Hearing aids (1 pair)



Charging case (1)



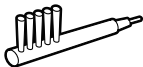
Charging cable (1)



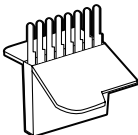
Wire sizing tool (1)



User manual (1)



Brush (1)



Wax guard (1 box)

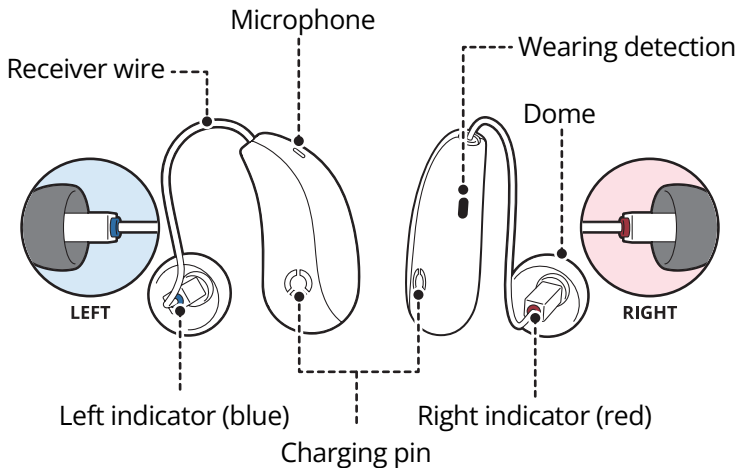


Tech book (1)



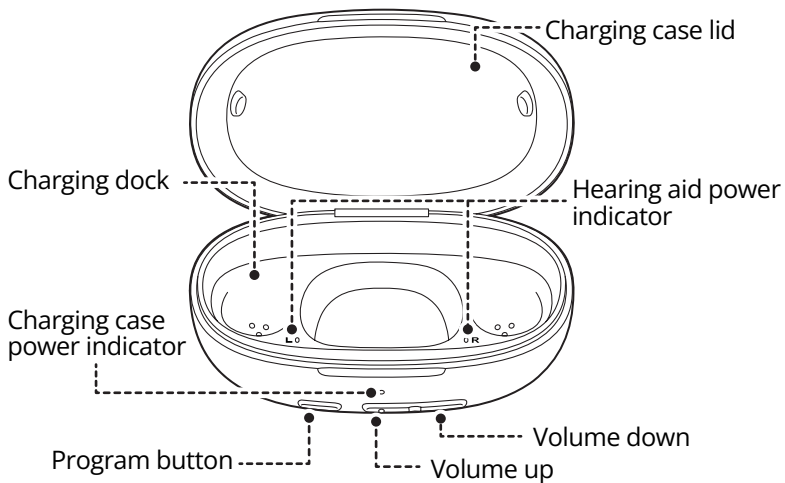
Domes (8 pairs)

# Get to know your hearing aids





# Get to know your charging case



# First-time setup

## Step 1/3



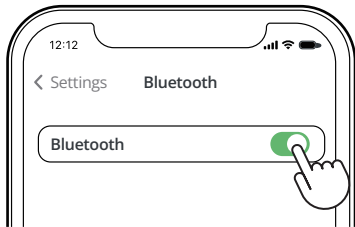
Android



iOS

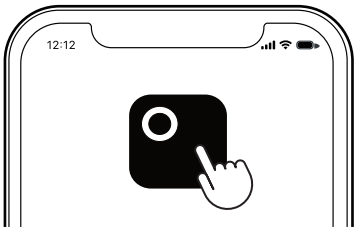
The Orka Health app offers smooth onboarding, daily adjustments, and a user-friendly interface. Be sure to download the app before using Orka Two. Scan the QR code to download **Orka Health** for free.

## Step 2/3



Turn on "Bluetooth" in your phone settings.

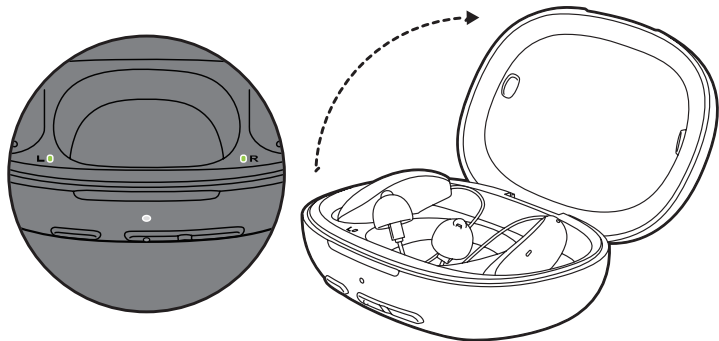
## Step 3/3



Open the Orka Health app, log in to your account. Follow the app instructions to complete the setup of your hearing aids.

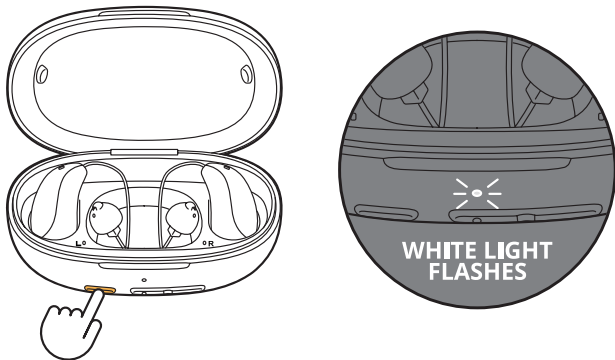
# Multi-device connections

## Step 1/3



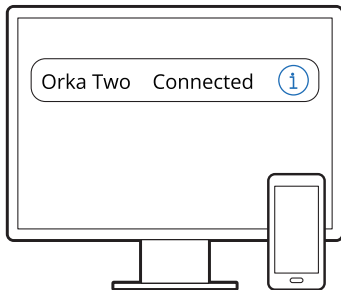
Open the charging case lid, ensure the power indicator is illuminated, and keep the lid open.

## Step 2/3



Press the Program button (short one on the far-left) for **3 seconds** until the charging light starts to flash white.

## Step 3/3



Turn on “Bluetooth” in your device’s settings. Find “**Orka Two**” and press to connect. Wait a few seconds for the connection to complete. You can connect to two devices simultaneously.

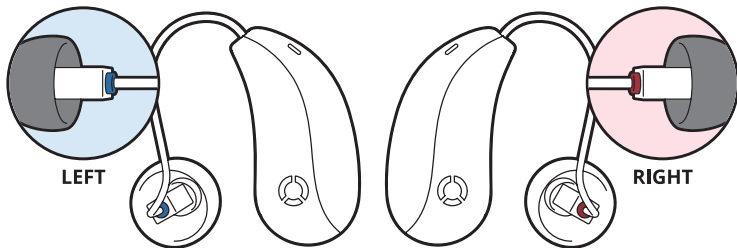
# 2

## How to wear

Putting on your hearing aids

Check for proper fit

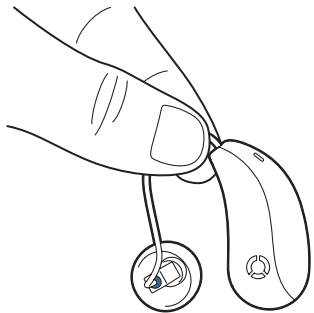
# Putting on your hearing aids



## Step 1/5

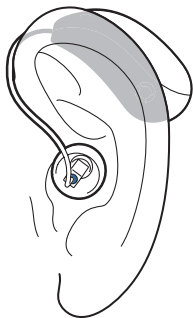
The blue tip indicates the left hearing aid, and the red tip indicates the right hearing aid. To ensure a proper fit, please make sure you wear the device correctly.





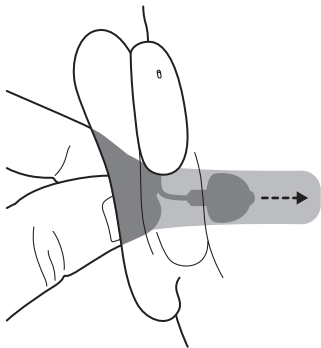
### **Step 2/5**

Hold the hearing aid close to your ear.



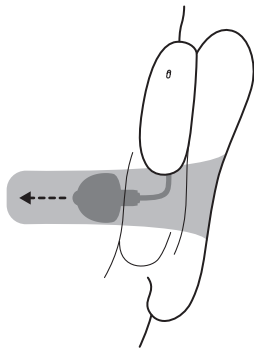
### **Step 3/5**

Ensure your hearing aid sits well behind your ear.



### **Step 4/5**

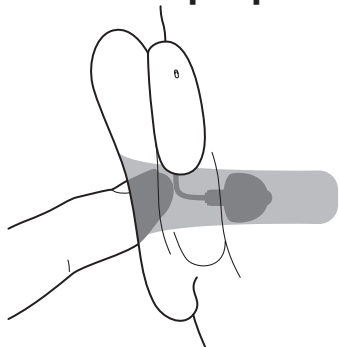
Insert the dome into the ear canal; ensure it is not visible and that the wire is flush with your skin.



### **Step 5/5**

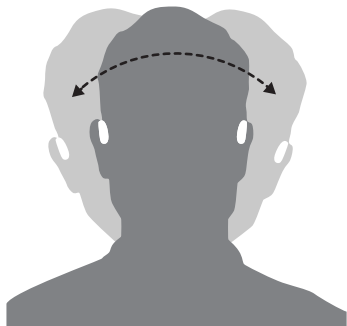
Repeat the previous steps for the other ear.

## Check for proper fit



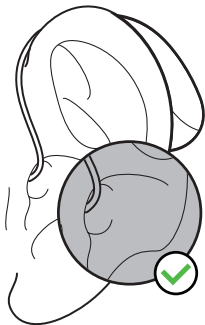
### Step 1/3

Push the receiver wire. Ensure that the receiver wire sits firmly along the front of the ear.



### Step 2/3

Gently shake your head and open your mouth wide twice to check if your hearing aids stay in place.



### **Step 3/3**

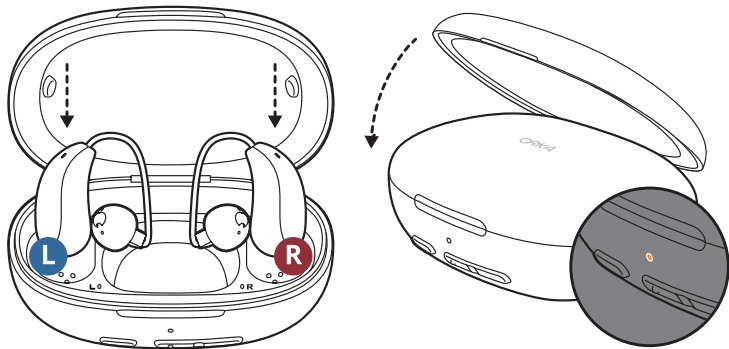
Use a mirror or ask someone nearby to observe your domes from the side, ensuring that they are not visible. If you feel uncomfortable with the receiver wire length, you can use the wire sizing tool to determine the receiver size you need. Refer to page 49.

# 3

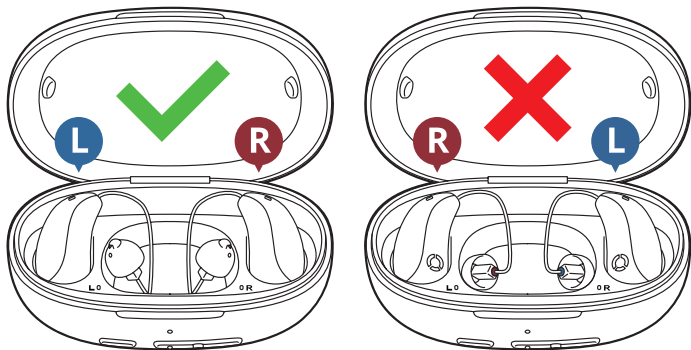
## How to charge

- Charging your hearing aids
- Charging your charging case
- Wireless charging
- Charging status

## Charging your hearing aids

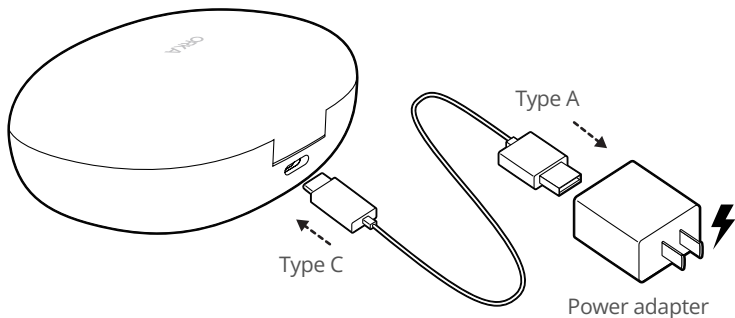


Place the hearing aid back in the charging case. Once the LED light turns on, close the charging case to start charging. A full charge takes **1.5 hours**. Under default set, the battery lasts up to **12 hours**.



Make sure the charging pin is facing downwards when placing your hearing aids into the charging case. **Do NOT** place your hearing aids in the wrong charging dock.

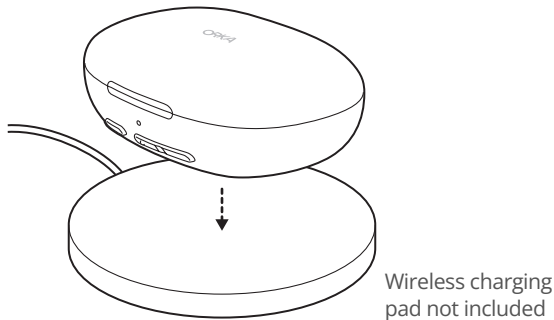
## Charging your charging case



It takes up to **1.5 hours** to fully charge both the hearing aids and the charging case. Under default set, the hearing aids can last for up to **36 hours** with charging case.

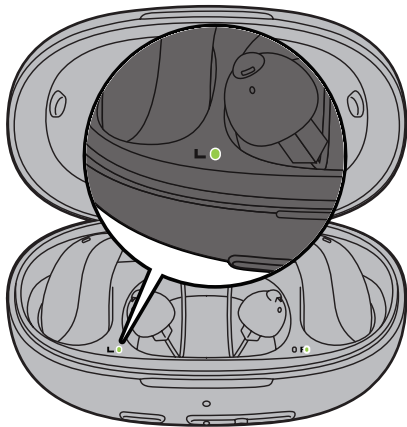


## Wireless charging




Orka Two also supports a 1W wireless charging pad. It takes up to **3 hours** to fully charge using wireless charging.

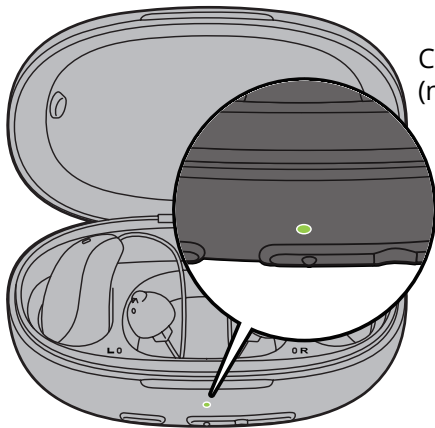
# Charging status




Hearing aids power indicator


  $\geq 70\%$

  $< 70\%$

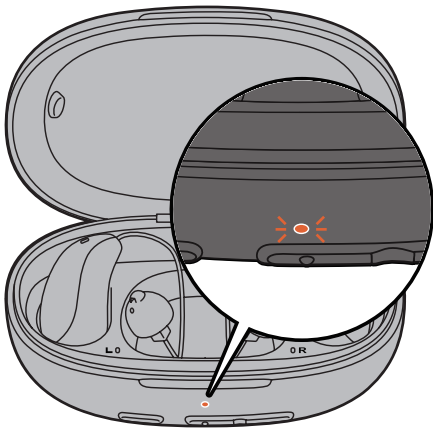


Charging case power indicator  
(not charging)




  $\geq 70\%$

 20%~70%

  $< 20\%$



### Charging case power indicator (charging)

-  Fully charged
-   $\geq 70\%$
-   $< 70\%$

# 4

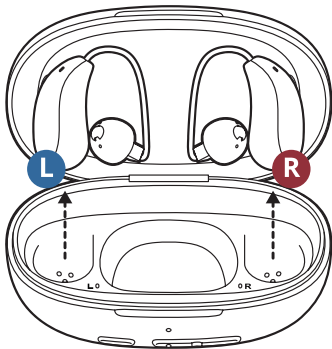
## How to use

On/off

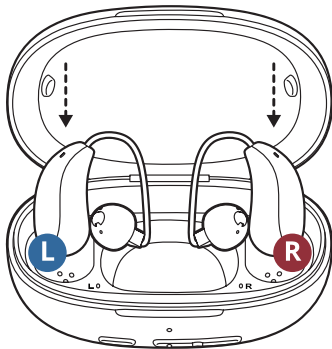
Answering/hanging up calls with hearing aids

How to use charging case buttons

## On/off



Open the lid, wait for the LED lights to turn on and your hearing aids will turn on when removed from the charging case.



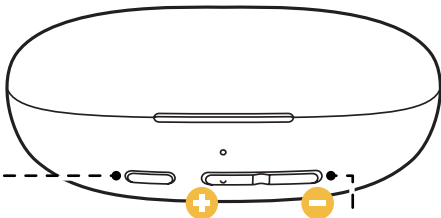
To turn off your devices, place your hearing aids in the charging case and close the lid.

## Answering/hanging up calls with hearing aids



To answer or hang up phone calls, simply double-tap on the back of your hearing aids.

# How to use charging case buttons



**Program button:**

Short press to switch between Normal and In Noise Hearing Program.

**Volume up/down:**

Short press to change volume up or down.



# 5

## **Orka Health app**

App overview

App homepage

How to update firmware

## App overview

The Orka Health app is designed to enhance your hearing aid experience with a streamlined interface and effective features. This app offers smooth onboarding, daily adjustments, and a user-friendly interface to simplify your experience.

To begin optimizing your hearing aid usage, scan the QR code, or search in your Google Play Store or App Store for the **Orka Health app**. Download the app for free and explore a world of personalized, accessible hearing care.

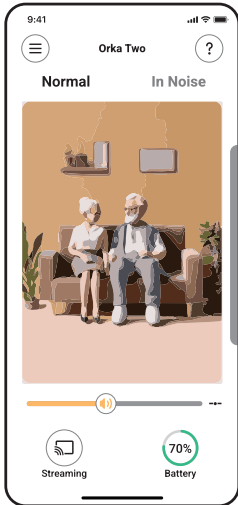


Android



iOS

# App homepage



On the homepage of Orka Health app, you can adjust different environmental programs:

**Normal** - The hearing aid can quickly adjust automatically to your particular environment via environmental classifier.

**In Noise** - Use this program in noisy environments to achieve stronger noise reduction while enhancing speech clarity.

## How to update firmware

Firmware updates are upgrades to the internal software of your Orka device, designed to enhance performance, fix bugs, and introduce new features. Stay up-to-date with our major firmware releases and elevate your Orka device experience. With the Orka firmware update, effortlessly upgrade your Orka hearing aids and charging case to the latest firmware version, using our over-the-air upgrade technology. Update now and fully embrace the future of hearing aids with Orka.

Go to:

Orka Health app >> Menu >> My account >> Firmware update.

# 6

## Care and maintenance

Storing your hearing aids

Maintaining your hearing aids

Different types of domes

Checking your domes

Changing your domes

Replacing your wax guard

Using your sizing tool

## Storing your hearing aids

To protect your hearing aids, turn them off by placing them in the charging case and closing the lid. You can find more information on storage conditions in the Tech Book section “Transport and Storage Conditions.”



### **Warnings:**

Keep and store the device and components out of reach of children. They contain small parts which may pose a choking hazard.

### **Note:**

When not in use for long periods, place your hearing aids in the charging case and ensure the case is fully charged at least once every 6 months.

# Maintaining your hearing aids

## Cleaning

- Wipe the hearing aids daily with a microfiber cloth. Clean the hearing aid body with the brush. Make sure not to miss the microphone.
- Check the receiver and dome for earwax or moisture. Clean the dome before use with a microfiber cloth to prevent hardening.
- Consult your hearing care professional for cleaning products, specialized care sets, or more information on maintaining your hearing aids.

### **Note:**

- Before using hair spray or any cosmetics, please remove the hearing aids first.

- Never use soap or household detergent to clean the hearing aids.
- Never use any kind of liquid to clean your hearing aids.
- Never apply excessive pressure while cleaning.

## Drying

Moisture can damage the hearing aids or cause them to malfunction. Consult your hearing care professional for recommended drying products and specific instructions on how to dry your hearing aids using the recommended tools.

### **Note:**

- After exposing the hearing aids to dust or sweat, clean and dry them immediately.



- Remove the hearing aids when bathing or swimming, and never immerse the hearing aids in water.
- Never apply hairspray, cologne, creams, or other cosmetics while wearing the hearing aids.
- Always make sure that the hearing aids and charging case are completely dry before charging.
- Always ensure the charging case is disconnected from power before cleaning.

# Different types of domes

Small



Medium



Large



**Open dome:**  
More natural sound



**Closed dome:**  
Better bass response



**Double dome:**  
Deliver the greatest  
amplification and  
avoid feedback

## Checking your domes

If one or both domes match the descriptions below, consider trying a different dome size.

### **Too big:**

- The dome feels painful or uncomfortable.
- It's difficult to insert the dome into your ear canal.
- The bend in the cable near the dome doesn't sit flat against your ear.

### **Too small:**

- The dome feels loose or insecure.
- If you shake your head and open your mouth, the dome either causes discomfort or shifts in position.

### **Correct size:**

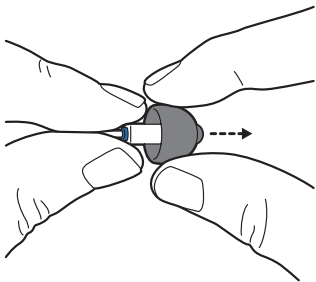
- The dome feels secure, though it may feel strange at first.
- If you shake your head and open your mouth, the dome remains comfortable and doesn't move.

## Changing your domes

It is important to wear hearing aids correctly with the right dome size for optimal sound. The default medium-sized dome fits most people, but you might need a different size. If it feels uncomfortable or the sound is muffled or tinny, try other sizes. **Use only** the supplied domes from the Orka Two package.

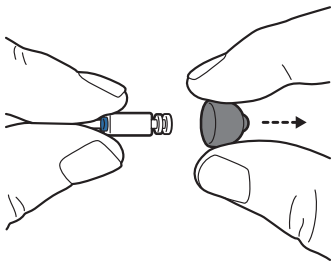
### **Note:**

- Domes may accelerate the accumulation of ear wax.
- Please only use accessories provided or suggested by Orka Service Team.



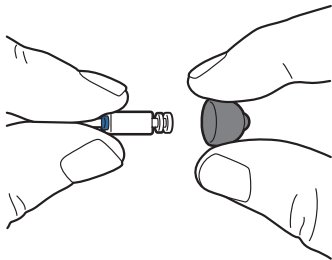
### **Step 1/4**

Hold the receiver and dome in separate hands.



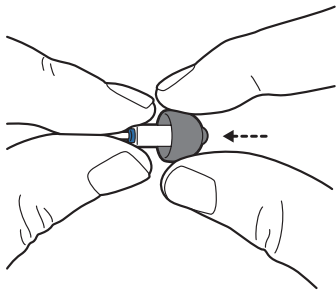
### **Step 2/4**

Gently pull off the dome.



### **Step 3/4**

Grab a new dome.



### **Step 4/4**

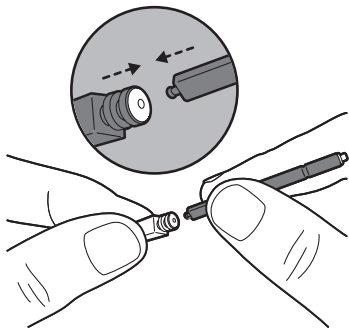
Slide the dome over the receiver outlet. The receiver and the dome should fit perfectly together.

## Replacing your wax guard

Each of your hearing aids is equipped with a wax guard to protect the receiver from earwax damage. Please check the wax guard regularly and exchange it if it appears dirty or if the sound quality deteriorates. The wax guard should be replaced **every month**.

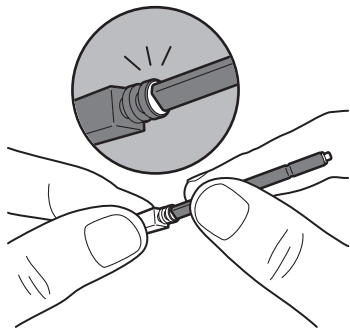
To order replacement wax guards, call the Orka Service Team: (800) 653-6022. For contact information, visit: [www.hiorka.com](http://www.hiorka.com)

If the wax guards get blocked by earwax buildup or you notice that the hearing aids sound quieter than usual, replace the wax guards and the domes immediately.



### **Step 1/6**

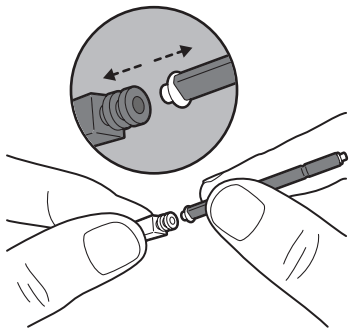
After removing the dome, hold the wax guard tool with the removal tip (black end) close to the receiver.



### **Step 2/6**

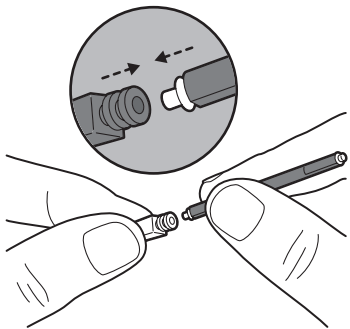
Insert and removal tip into the old wax filter.





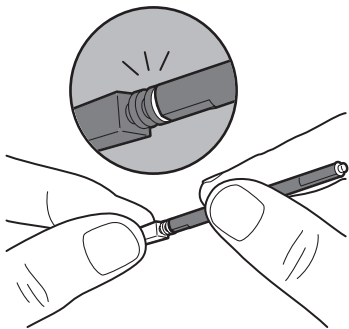
### **Step 3/6**

Carefully pull and remove the earwax guard straight out.



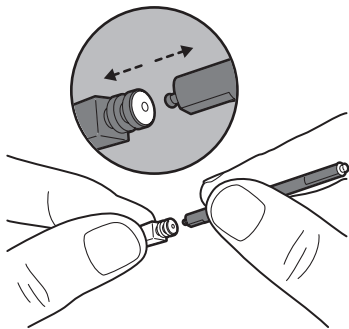
### **Step 4/6**

Switch to the other end with the replacement wax guard, close to the receiver.



### **Step 5/6**

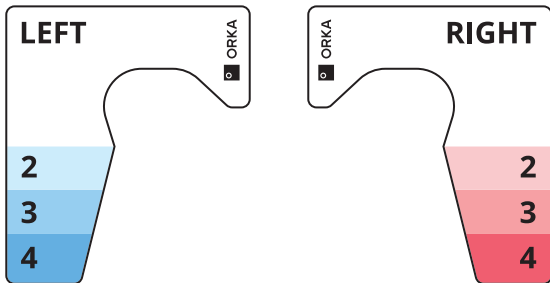
Insert the replacement wax guard (white part) into the end of the receiver.



### **Step 6/6**

Press down the wax guard firmly, remove the replacement tool, and the wax guard is successfully replaced.

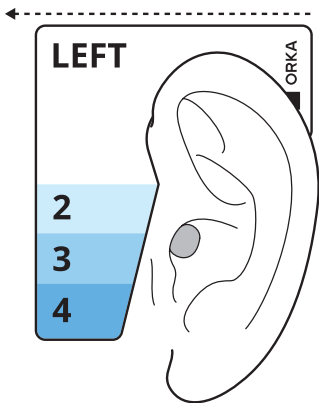
## Using your sizing tool



### Step 1/6

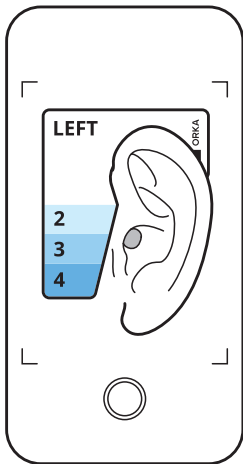
The blue side is for your left ear, and the red side is for your right ear.

Horizontal



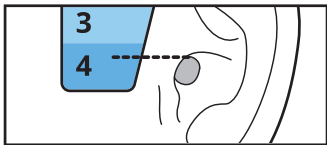
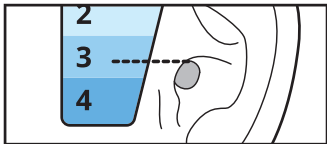
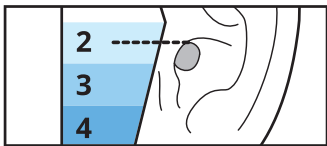
## Step 2/6

- Ask a friend or family member to help.
- Sit on a chair and keep your head facing forward.
- Place the sizing tool on your ear and ensure that the top line is horizontal.



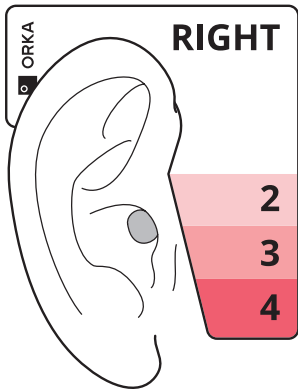
## Step 3/6

- Ask your friend or family member to take a photo of your ear.
- Make sure that both your ear canal and the sizing tool are visible in the photo.



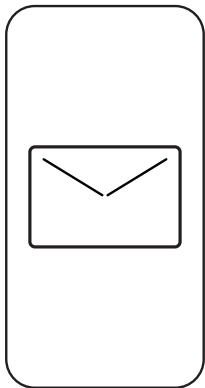
## Step 4/6

- Look at the photo just taken and see which colored band aligns with the top of your ear canal.
- The size you need is the number in the colored area.



## Step 5/6

Repeat these steps for the other ear. You may need a different length for the other ear.



## Step 6/6

- If you feel uncomfortable while wearing the device, you can contact us at: [support@hiorka.com](mailto:support@hiorka.com) to replace the receiver wire with a different size.
- Please attach a photo of your ear measured with a sizing tool.



# 7

## Troubleshooting

If you are unable to resolve your issue, view the FAQs and full troubleshooting at: [www.hiorka.com](http://www.hiorka.com). or contact us via [support@hiorka.com](mailto:support@hiorka.com).

<b>Issue</b>	<b>Potential cause</b>	<b>Potential solution</b>
Hearing aids not connecting	Is the Bluetooth turned on?	Turn on Bluetooth.
	Is the hearing aid turned on?	Restart your hearing aids.
	Is your Orka Health app working normally?	Restart the app.
	None of the above.	Contact us or book a remote consultation with our hearing professional.
	Is the entire volume too high?	Turn down the volume.

<b>Issue</b>	<b>Potential cause</b>	<b>Potential solution</b>
Sound (too loud, too soft, no sound, echo)	Is the noise too loud?	Switch to "Speech focus" program in the app.
	Are hearing aids charged?	Charge your hearing aids.
	Are hearing aids turned on?	Restart your hearing aids.
	Are hearing aids muted?	Check the volume in the app.
	Are you wearing hearing aids correctly?	Refer to How-to video or Page 14, then re-wear hearing aids.
	Did you sync your hearing profile?	Upload your audiogram or take an In-app hearing screening.

<b>Issue</b>	<b>Potential cause</b>	<b>Potential solution</b>
Sound (too loud, too soft, no sound, echo)	Are you wearing a suitable dome?	Choose a suitable dome.
	Is the receiver wire disconnected?	Contact customer service.
	Is the wax guard congested?	Replace the wax guard.
	None of the above.	Book a remote consultation.
"Whistling"	Did you activate whistle block?	Check the whistle block function in the app.
	Is the volume of the hearing aid too high?	Lower the volume in either ear in the app.
	Do you wear a pair of open domes?	Change to closed domes or double domes.

<b>Issue</b>	<b>Potential cause</b>	<b>Potential solution</b>
"Whis- tling"	Is the pair of closed domes that you are wearing too small?	Change the domes to a larger size.
Not charging	Are the hearing aids sitting correctly in the charging case?	Make sure that your hearing aids are in the correct charging dock.
	Is the charging case charged or plugged into a power source?	Make sure charging case is charged.
	Are the charging pins stained?	Wipe gently with a dry cloth.
	None of the above.	Contact customer service.

<b>Issue</b>	<b>Potential cause</b>	<b>Potential solution</b>
Double tap not working	Is double tapping too slow or too weak?	Refer to How-to video. Try various tapping points and frequencies on hearing aids.
	Is the device connected to Bluetooth?	Make sure that hearing aids are connected.
Charging case button not working	Does the charging case have enough power?	Check the battery level.
	Are the hearing aids connected to the charging case?	Refer to website troubleshooting for specific instructions.
	Are the hearing aids worn properly?	Wear hearing aids again.

Issue	Potential cause	Potential solution
	None of the above.	Contact customer service.
Firmware update not successful	Did you keep the charging case lid closed?	Follow the instructions and try again.
	Is your cellular data/WiFi turned on?	Make sure cellular data/WiFi is on.
	Is your Orka Health app working normally?	Exit the app from background and then restart the app.
	Did you stay on the app?	Stay on Orka Health App during the update.



**Manufactured by:**

**After-sales service provided by:**

ORKA HEALTH CO., LTD.

ROOM 01B101, BUILDING 2, NO. 118 RONGKE ROAD, SHANGHAI, 201203,  
CHINA

**Period of use:**

3 years

Information in this brochure is  
subject to change without notice.

Website: [www.hiorka.com](http://www.hiorka.com)

Tel: (800) 653-6022

Email: [support@hiorka.com](mailto:support@hiorka.com)

©2023 ORKA HEALTH CO., LTD.

All rights reserved | 2023-08-30