

Customer Needs

Customer Need	Rank	Description	Comments / Status
CN1	9	The device amplifies sound	
CN2	9	The device fits most adult ears ages 15-25years	See anthropomorphic data
CN3	9	The device does not draw attention to the user as a hard of hearing individual	See customer survey
CN4	9	The device supports an active lifestyle (stays on the ear during everyday activities and light activities)	
CN5	9	The device includes a way for the user to adjust the volume while on the ear	
CN6	9	The device is safe to use	Design constraint
CN7	9	The device is rechargeable by computer USB port	
CN8	3	The power in the earpiece should lasts at least 48 non-continuous hours	
CN9	3	The device interfaces with a standard tube and ear mold	
CN10	3	The weight of the device is similar to existing earpieces	
CN11	3	The device is comfortable to wear	
CN12	3	The device does not generate excessive heat during use or charging	
CN13	1	The device includes an additional method for toggling between functions (for later use to switch between programs or turn on Bluetooth, etc.)	
CN14	1	The device has a cost similar to current devices when in production	
CN15	0	Optional: The device communicates with a cell phone or music player by Bluetooth	
CN16	0	Optional: The device has noise cancellation capabilities	