

AUDICUS

# The Aura

CIC Hearing Aid  
Instruction Manual

# Welcome!

We're thrilled to be part of your hearing journey

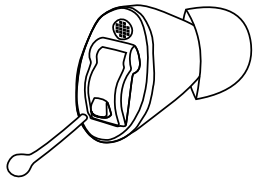
Please take a few minutes to review this guide to get the most out of your custom tailored Audicus Aura Completely-In-Canal (CIC) hearing aid

Audicus is with you every step of the way.  
Find more info and videos at  
**[audicus.com/support](https://audicus.com/support)**

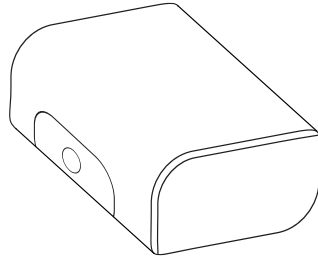
And remember, you're never on your own.  
Reach out anytime, for anything at all.  
(917) 999-0705 • [contact@audicus.com](mailto:contact@audicus.com)

# What's inside?

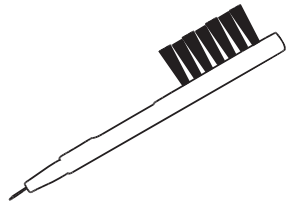
# Contents



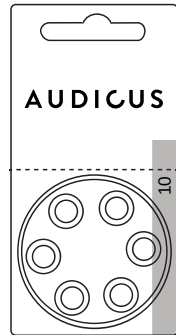
hearing aid(s)



carrying case



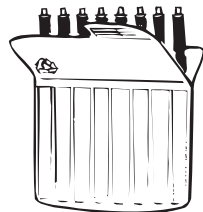
cleaning brush  
with magnet



size 10 batteries



domes  
(small & large extra,  
medium on device)



earwax guards

Getting Started..... pages 4-9

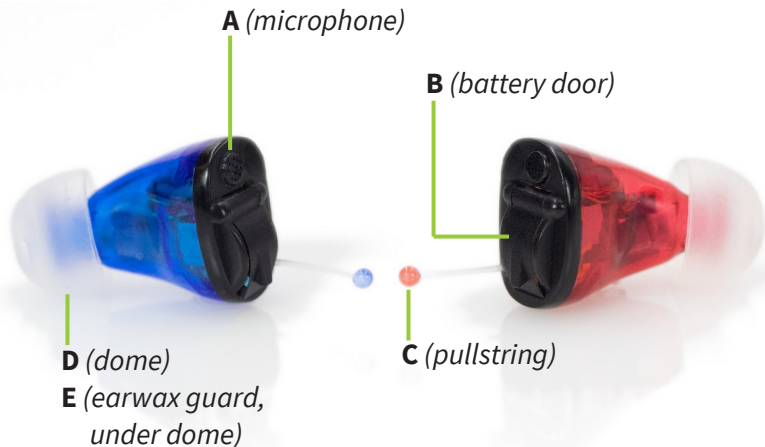
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Using The Aura..... pages 12-21

Device Information..... pages 22-27

# Your hearing aid at a glance

- A Microphone** – where sound enters your hearing aid
- B Battery door** – open to insert and remove size 10 battery, used to turn on and off the device
- C Pullstring** – pull to remove device from the ear
- D Dome** – white hypoallergenic silicone cover to hold the unit in place comfortably in the ear canal
- E Earwax guard** – (under dome) prevents earwax from entering device



# Turning on / off

## Battery size

10 zinc-air  
– yellow tab  
IEC: PR70 | ANSI: 7005ZD



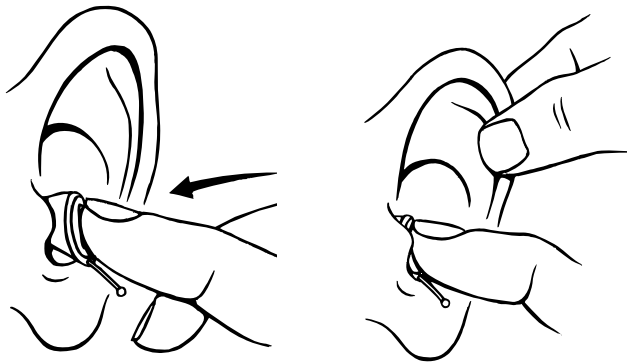
1. Gently swing open the battery door with your fingernail and push out the old battery. Do not open the battery door too far or damage can occur
2. Remove the plastic tab from the new battery, **wait 2-3 minutes** for the battery to activate
3. Insert the battery carefully into the small holder. Line up the battery's plus "+" sign (flat side of the battery) with the colored dot on the battery door
4. If the door will not close easily, ensure the battery is not inserted upside down. **Do not force closed**
5. **Low battery indicator:** aid will double beep when there is 30 minutes of battery life remaining



- Do not dispose of batteries in household trash
- Keep away from high temperature, children and pets
- Do not place batteries in your mouth; if swallowed, consult a physician

# Inserting your hearing aid

The device is color-coded: **blue = left** **red = right**

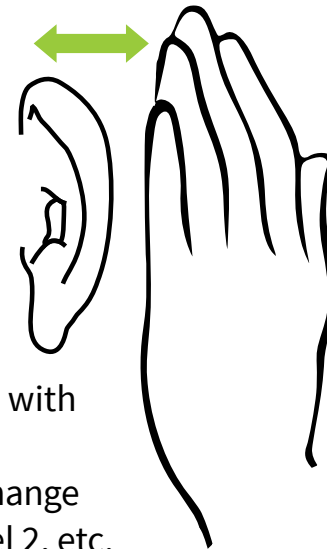


**TIP:** Practice inserting your aids in front of a mirror

- 1. Clean your ear** and hearing aid before every use
- Hold the device with the pullstring on the bottom and gently guide the hearing aid into your ear until it sits snugly in your canal. Feedback may occur until seated.
- To ease insertion, pull lightly up and out on the top of your ear with your other hand as you push the hearing aid in. If the device does not fit, you may try another dome size.
- To remove:** gently grasp the pullstring with your thumb and index finger and pull away slowly

# Volume change

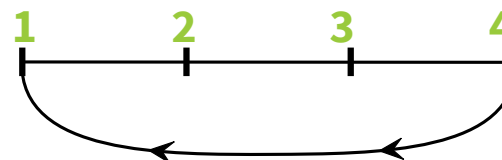
Turning device **OFF** resets to lowest setting, volume level 1



**To make the device louder:**

- Cup your hand slightly
- Quickly **double-tap** your ear with the cupped palm
  - Device beeps on volume change
  - Two beeps for volume level 2, etc.
- Repeat to increase the volume further
- After volume level 4 (four beeps), the device will reset to volume level 1 (one beep)
- Each side (left / right) is **adjusted independently**

Volume level



# Troubleshooting

## No sound or poor quality sound

<i>Cause</i>	<i>Remedy</i>
Not turned on	See page “Turning on / off”
Low / dead battery	Replace the battery. New battery should last around 5-10 days
Dome blocked with debris / earwax	Replace dome and replace earwax guard. See “Replacing the dome and earwax guard”
Plugged microphone	Clean device with cleaning brush. If issue persists, contact Audicus
Low volume	Increase the volume. See page “Volume change”. Each ear must be quickly tapped twice with a closed palm to change the volume.

## Beeping

<i>Cause</i>	<i>Remedy</i>
Low battery	Multiple double beeps indicates low battery voltage. Change battery

## Feedback / Whistling

<i>Cause</i>	<i>Remedy</i>
Hand or clothing near device	Move hand / clothing away from device
Poorly fitting dome	Try a new dome size. See “Finding the right dome”
Dome not inserted properly	Ensure the dome is properly attached. See “Inserting your hearing aid”
Volume too high	Lower volume or reset device (open and close battery door)

# Finding the right dome

The dome is the small, white silicone tip on the end of the hearing aid that is inserted into your ear canal

Domes come in three sizes. The proper choice of dome size can help with comfort and sound quality

**New aids come pre-fit with a medium size dome.**

## Dome sizes



Small



Medium



Large

Your order will also include a size small and large dome. Change domes by holding the body of the device and tugging the dome off.

Always ensure the dome is securely attached before using the hearing aid

The dome should fit snugly in your ear canal. If missized, you may hear feedback: a squealing or whistling sound that can be resolved with a different dome size.

You can order replacement domes by calling Audicus or visiting [audicus.com/care](https://audicus.com/care)

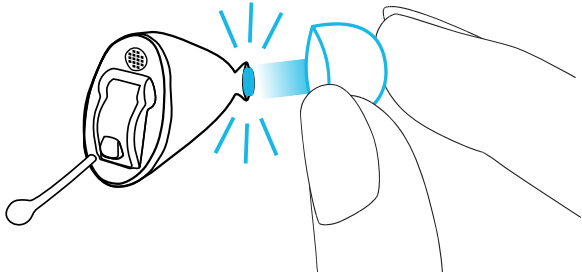
Record your preferred dome size here:  
**Dome size**



- Clean your domes regularly
- Replace old, brittle, discolored or damaged domes or if they pull off the hearing aid easily
- Earwax production is different for each person. Replace domes as needed, at least every 2–3 months
- Always ensure that a new dome is firmly attached to the device before inserting into your ear
- If the dome detaches in your ear seek medical assistance to remove

# Replacing the dome and earwax guard

- A. To remove the dome: hold the device with one hand and gently pull off the dome with the other hand

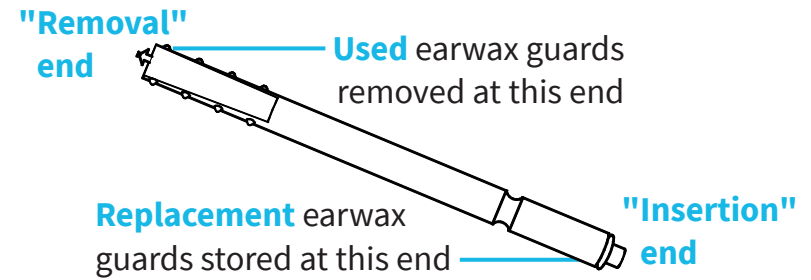


- B. You now have access to change the **earwax guard**

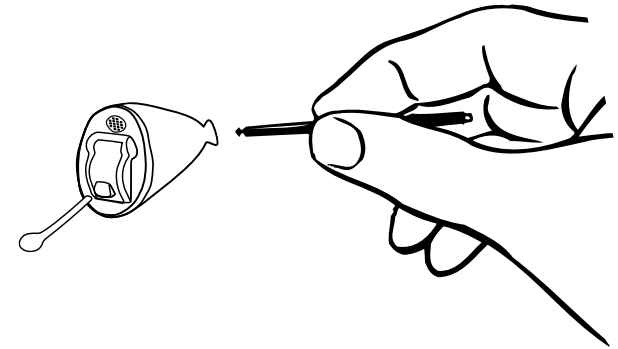
The earwax guard is a very small, white plastic filter inserted into the tip of the hearing aid. The earwax guard collects and prevents earwax from entering the unit, which may impair or damage the device

Replace your earwax guard every 2-3 months or more frequently if you have more earwax production. Additionally, replace the earwax guard **any time the sound quality is diminished**

Your order comes with a blue case containing 8 yellow sticks, each with an earwax guard attached



- C. To dispose of the used earwax guard, insert the **removal end** of the tool into the tip of the hearing aid. Carefully pull straight out to **remove the earwax guard**. Do not twist when removing



- D. Ensure the earwax guard is removed and a new one is visible at the **insertion end** of the tool. Gently push the **new earwax guard** into the tip of the hearing aid until the outer ring is aligned

- E. **Reattach** the silicone dome onto the device and dispose of the old earwax guard and stick. Ensure the new dome is attached firmly.

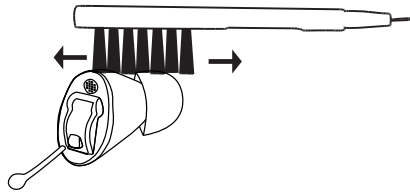


# Caring for your hearing aid

With regular maintenance your devices will sound great for years to come

**Daily:** Clean with a lint-free cloth or non-alcoholic Audiowipe. Allow earwax to dry and harden before brushing off. Open battery door when not in use to conserve battery life

**Weekly:** Remove earwax and debris from device and dome using supplied cleaning brush



**Quarterly:** Domes and earwax guards should be replaced at least every 2–3 months

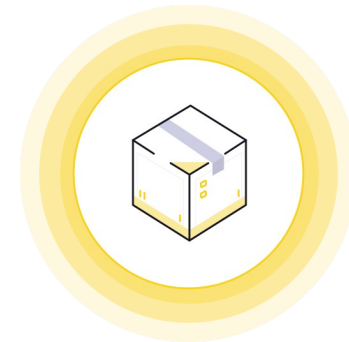


- Everybody's ears are different: you may need to clean your devices or replace components more frequently
- Never use cleaning agents such as detergent, soap, alcohol or bleach to clean your hearing aid
- Do not submerge your hearing aid or rinse your hearing aid under water

# Audicus Care

All the products needed to care and maintain your device are available at [audicus.com/accessories](https://audicus.com/accessories)

**Audicus Care** is the easiest way to get everything you need to maintain your devices. Sign up and you'll receive an unlimited supply of domes, earwax guards, wipes, batteries and cleaning brushes conveniently delivered every 3 months or when requested. Never worry about running out of hearing aid supplies again. Find out more at [audicus.com/care](https://audicus.com/care)



**Sign up at:**  
[audicus.com/care](https://audicus.com/care)

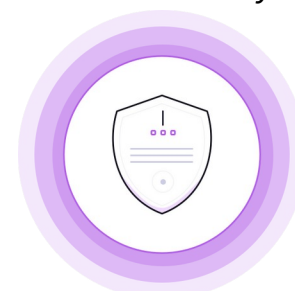
# Protecting your aid

- Store your device in the carrying case. Open the battery door when storing for extended periods
- Always store your hearing aid in its case, in a clean and dry environment
- Do not insert cleaning tools into the hearing aid and never take your hearing instruments apart
- Never wear your hearing aid in the shower, bath, sauna or while swimming. Keep protected from rain
- If the hearing aid becomes wet, ensure the aid is dry before using. Do not dry in an oven or microwave
- Keep your hearing aid away from sources of high temperature. Do not leave your hearing aid in direct sunlight or wear while using a hair dryer
- Do not wear your hearing instruments while using hair spray, spray paint, or any other sticky sprays that can clog the microphone
- Keep hearing aids away from children and pets. Cats and dogs frequently chew on hearing aids if left unattended, often beyond repair!

# Audicus Protect and Repairs

Your hearing aid comes with a 12 month manufacturer's warranty. Additional repairs may incur costs depending on the severity

Accidents happen. **The Audicus Protect plan** has you covered. With Audicus Protect you have complete coverage of your hearing aid including unlimited repairs, unlimited Clean & Care service and a loss replacement included. Audicus Protect must be purchased within 60 days of delivery



Sign up at:  
[audicus.com/protect](https://audicus.com/protect)

Audicus offers a **Clean & Care service** to have your instruments professionally checked and cleaned. [audicus.com/clean](https://audicus.com/clean) *If you return your aids to Audicus dirty, you may be billed for this service*

# Adjusting to your new hearing aid

Your hearing aid is programmed for you individually

## Adjusting to hearing aids fully may take up to 6 weeks

1. You may hear sounds you haven't heard in years
  - Sounds will be amplified and more distinguished, e.g., leaves rustling, running water, your own voice
  - **This is normal** and will go away with regular use
2. Find the right dome for your ear
  - Your hearing aid ships with a **size medium dome** attached, with additional dome sizes separate
  - Use the "**Finding the right dome**" guide if you have any discomfort or hear feedback / whistling sound
3. It may take a few weeks to get used to the feel of your hearing aid. Contact Audicus any time for guidance and tips to help adjust comfortably
4. Your aid is programmed to your specific hearing test; it may take time for you to become accustomed to the settings. After a few weeks of daily use – if you'd like an adjustment – Audicus offers **free reprogrammings** for the life of the device, just contact us

# Returns and warranty

## The Audicus 100% happiness guarantee

If for any reason you are not satisfied with your Audicus hearing aid(s), you may return within 45 days after ship date for a full refund of the original purchase price

This guarantee is only possible if the hearing aid has not been modified, tampered with, damaged or repaired by the user. Please see return instructions at [audicus.com/returns](https://audicus.com/returns)

## Manufacturer warranty

All Audicus hearing aids come with a full 12 month manufacturer guarantee that covers manufacturing defects. This guarantee will not be valid if the hearing aid has been modified, tampered with, damaged or repaired by the user, or if the serial number has been altered. Hearing aids must be cleaned prior to any repairs, otherwise a cleaning fee will apply

If your device stops functioning correctly reach out [contact@audicus.com](mailto:contact@audicus.com) or (917) 999-0705

# FDA information

## Use your hearing aid all day long

The best way to ensure better hearing is to practice listening with your hearing aid until you are able to wear it comfortably all day. Generally, infrequent use of the hearing aid does not provide you with the full benefit of amplification.

Your hearing aid will not restore normal hearing. Hearing aids will not prevent or improve hearing impairment resulting from a physiological condition. Hearing aids will help you to make better use of your residual hearing.

The use of hearing aids is only part of hearing rehabilitation; auditory training and lip reading instruction may be required as well.

## Possible side effects

If you are experiencing discomfort, contact Audicus or your hearing care professional for modification of the hearing aid at the point of irritation. A hearing aid may cause an accelerated accumulation of cerumen (earwax). Also in rare cases, the otherwise nonallergenic material may cause a discharge from the ear, allergic reaction, or any other unusual condition. Please seek immediate consultation with a physician if these conditions occur.

# Technical information

This product meets the requirements of the Medical Device Directive 93/42/EEC and complies with Radio Equipment Directive 2014/53/EU.

Changes or modifications not expressly approved by Audicus may void the FCC authorization to operate this device.

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.

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 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

## Operating conditions:

This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

## Transport conditions:

Temperature Range: -4°F to +140°F (-20°C to +60°C)

Humidity: 0% to 75%

Pressure: 50 kPA to 106 kPA

Keep dry



The symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose of old or unused devices at waste disposal sites intended for electronic waste, or give your device to your hearing care professional for disposal. Proper disposal protects the environment and health.

## Warning to hearing care professionals (to comply with the U.S. Food and Drug Administration (FDA) regulations)

Hearing care professionals should advise a prospective hearing aid user to consult promptly with a licensed physician (preferably an ear specialist) before dispensing a hearing aid if the hearing care professional determines through inquiry, actual observation, or review or any other available information concerning the prospective user, that the prospective user has any of the following conditions:

- i. Visible congenital or traumatic deformity of the ear.
- ii. History of active drainage from the ear within the previous 90 days
- iii. History of sudden or rapidly progressive hearing loss within the previous 90 days.
- iv. Acute or chronic dizziness.
- v. Unilateral hearing loss of sudden or recent onset within the previous 90 days.
- vi. Audiometric air-bone gap equal to or greater than 15 decibels at 500 hertz (Hz), 1000 Hz and 2000 Hz.
- vii. Visible evidence of significant cerumen accumulation or a foreign body in the ear canal.
- viii. Pain or discomfort in the ear. Special care should be exercised in selecting and fitting a hearing aid whose maximum sound pressure level exceeds 132 decibels because there may be risk of impairing the remaining hearing of the hearing aid user.

### Important notice for prospective hearing aid users

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists, or otorhinolaryngologists. The purpose of medical evaluation is to assure that all medically treatable conditions that may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement that states that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or a hearing care professional, as appropriate, for a hearing aid evaluation.

The audiologist or hearing care professional will conduct a hearing aid evaluation to assess your degree of hearing. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing care professionals now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have not obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the nominal fee after which you may decide if you want to purchase the hearing aid or medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such waiver is not in your best interest and its use is strongly discouraged.

### Children with hearing loss

In addition to seeing a physician for a medical evaluation, a child with hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with hearing loss.



**audicus.com •**  
(917) 999-0705 •  
contact@audicus.com •