

AUDICUS

The Beam

Hearing Aid Instruction Manual

WARNING: If you are younger than 18, do not use this.

You should go to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 or older.

This OTC hearing aid is for users who are 18 and older. People who are younger than 18 with hearing loss should see a doctor, preferably an ENT because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.

WARNING: When to See a Doctor

If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT).

- Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident.
- You saw blood, pus, or fluid coming out of your ear in the past 6 months
- Your ear feels painful or uncomfortable
- You have a lot of ear wax, or you think something could be in your ear
- You get really dizzy or have a feeling of spinning or swaying (called vertigo)
- Your hearing changed suddenly in the past 6 months
- Your hearing changes: it gets worse then gets better again
- You have worse hearing in one ear
- You hear ringing or buzzing in only one ear

WARNING: This hearing aid should not cause pain when inserting it.

Remove the device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to FDA as an adverse event according to the instructions that appear later.

Caution: This is not hearing protection.

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.

Caution: The sound output should not be uncomfortable or painful.

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.

Caution: You might need medical help if a piece gets stuck in your ear.

If any part of your hearing aid, like the eartip, gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part farther into your ear, injuring your eardrum or ear canal, possibly seriously.

Note: If you remain concerned, consult a professional

If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

Note: What you might expect when you start using a hearing aid

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.

People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.

If you have hearing loss in both ears, you might get more out of using hearing aids in both, especially in situations that make you tired from listening—for example, noisy environments.

Note: Tell FDA about injuries, malfunctions, or other adverse events.

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them "adverse events," and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc. Instructions for reporting are available at <https://www.fda.gov/Safety/MedWatch>, or call 1-800-FDA-1088. You can also download a form to mail to FDA.

Welcome!

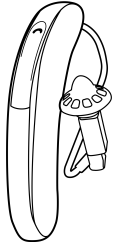
We are thrilled to be part of your hearing journey

This guide is an important resource
Please set aside a few minutes to review
in order to get the most out of your
custom-tailored Audicus hearing aids

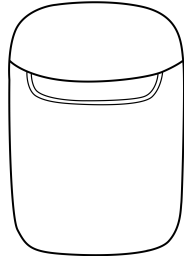
Audicus is with you every step of the way
Find more info and help at
audicus.com/support

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

What's inside?



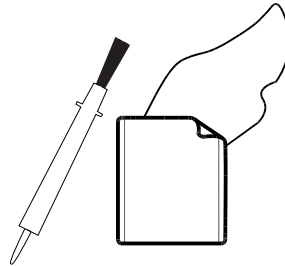
**hearing aid(s) located
in the carrying case**



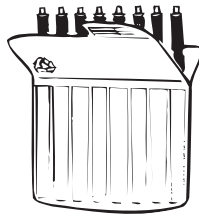
**charging case
and cable**



dome variety pack



**cleaning brush &
audiowipes**



earwax guards

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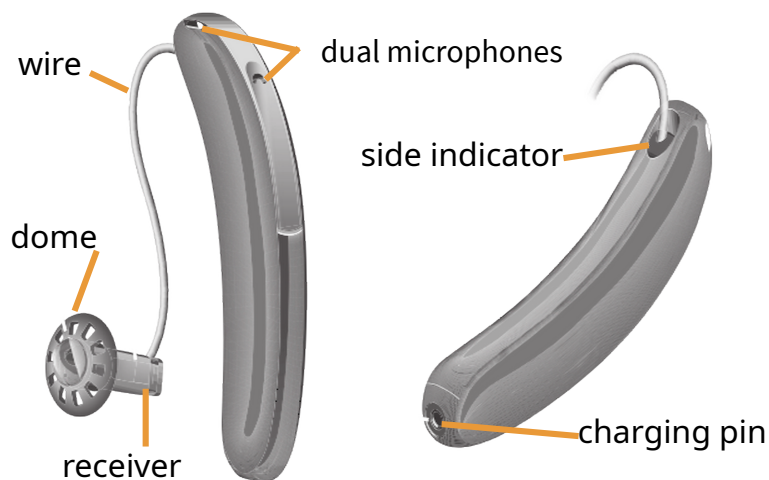
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Your hearing aid at a glance



wire – connects receiver (speaker) to hearing aid

dome – grey hypoallergenic silicone cover on the receiver to hold in place comfortably

receiver – amplifies sounds into the ear canal and contains the **earwax guard** in the tip

microphones – where sound enters your hearing aid

side indicator – identifies side (Red = Right, Blue = Left)

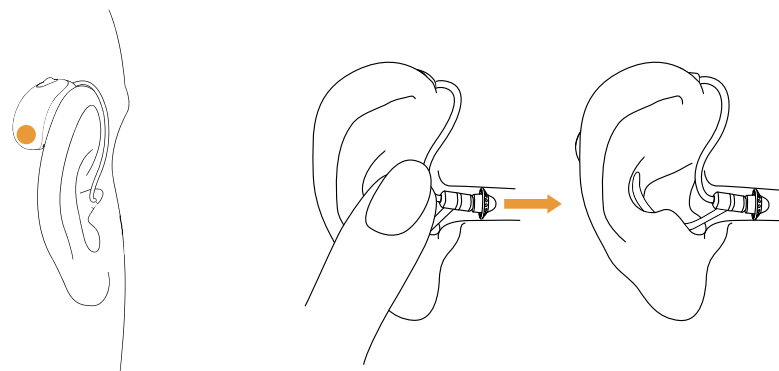
charging pin – metal disk to facilitate charging

Putting on your hearing aid

To turn on: Remove your hearing aids from charger. You'll hear the startup melody, and the default volume and hearing program will activate

To turn off: Place the instruments in the charger (ensure the charger is on)

Hearing aids are color-coded with a marking on the back of the device: **blue = left** **red = right**



1. Clean your **ear** and **hearing aid** before every use
2. We recommend using a mirror to practice. First, place the hearing aid body over the top of your ear
3. Hold the wire near the dome and gently push the dome into your ear canal. Pull up and back on the cartilage of the ear to ease insertion

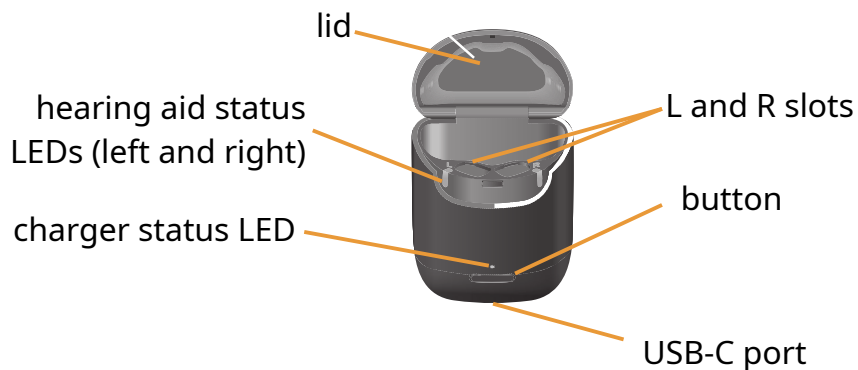
Adjusting to your hearing aid

Your hearing aid is programmed to you individually

Adjusting to hearing aids 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
 - **Sensitivity to 'new' sounds 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 domes
 - Use the "**Finding the right dome**" guide if you have any discomfort or hear a whistling sound
3. It may take a few weeks to get used to the fit and feel of your hearing aid. Contact Audicus for guidance and tips on fit and comfort
4. Your aid is programmed to your specific hearing test; it may take some time to become accustomed. After a few weeks of daily use – if you'd like an adjustment – just contact us

Charging your hearing aids



1. Ensure aids are placed correctly:

Right marked **R**

Left marked **L**

2. Gently arrange wires to **fit neatly** inside charger

3. When **seated correctly** the hearing aids **turn off** and **begin charging**

Turning the charger ON:

- When connected via **USB-C** the charger is **on**, or;
- Press the button for **5 seconds to turn the charger on**

Tuning the charger OFF:

- Disconnect the USB-C and **hold the button for 15 seconds** until the LEDs **fade off**

LED	Meaning
Pulsing green	Hearing aid / charger is charging
Solid green	Fully charged
Off	No hearing instrument detected, not placed correctly, or charger is off

If LEDs don't light up when charging:

- Make sure aids are seated properly, **gently push** into the slots or close the lid
- If the charger isn't plugged in, **ensure it's turned on** (hold button for 5 seconds)
- If the internal battery is low, **connect the charger** to an electrical outlet via USB-C

Notice: Placing a hearing aid in the wrong slot can damage the aids

Troubleshooting

Cause

Remedy

No sound or weak sound

Not turned on	See “Putting on your hearing aid”
Low / dead battery	Place device in charging case
Dome blocked with debris / earwax	Clean dome and replace earwax guard. See page “Replacing the dome and earwax guard”
Clogged microphone	Clean device with cleaning brush. If issue persists, contact Audicus

Feedback / whistling

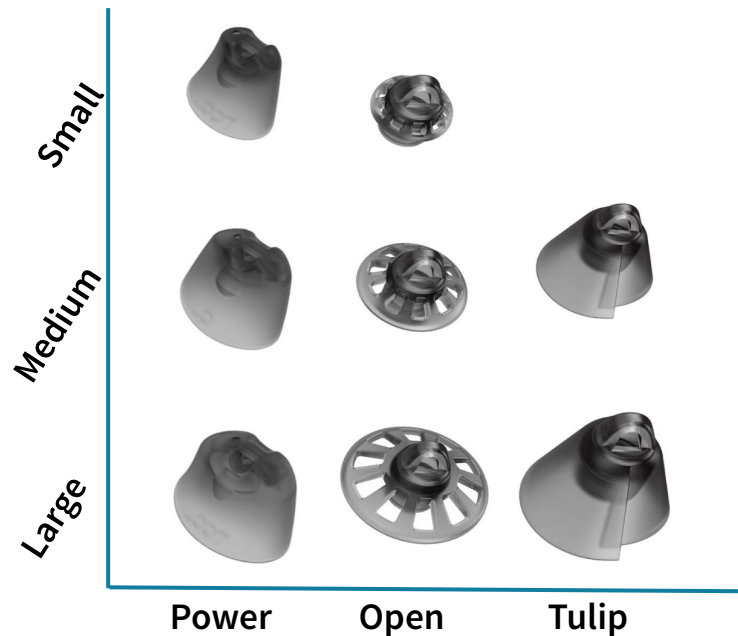
Object or clothing near device	Move any objects or clothing away from device
Dome not inserted properly	See “Putting on your hearing aid”
Poorly fitted dome	See “Finding the right dome”

Finding the right dome

The dome is the small, grey silicone tip on the end of the hearing aid that is inserted into your ear. Domes come in a variety of shapes and sizes. The proper choice of dome style and size can help with comfort and sound quality.

New hearing aids come pre-fit with a medium size dome in your recommended dome style.

Dome styles and sizes



New orders include a variety of dome sizes and styles. Depending on your specific hearing loss, your order may not include all dome styles.

Take some time to find which size dome is right for you. The dome should fit snugly in your ear canal and inserted far enough to not be visible.

If missized or the wrong style, you may hear feedback: a squealing or whistling sound that can be resolved with a different dome size or style.

Order new domes at audicus.com/beam-supplies



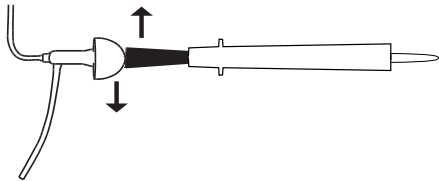
- Clean your domes regularly
- Replace old, brittle, discolored or damaged domes or if they pull off the hearing aid easily
- Earwax production is different for each person. Replace domes as needed, at least every 2-3 months
- Always ensure that a new dome is firmly attached to the receiver before inserting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

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. Charge in charging case overnight

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

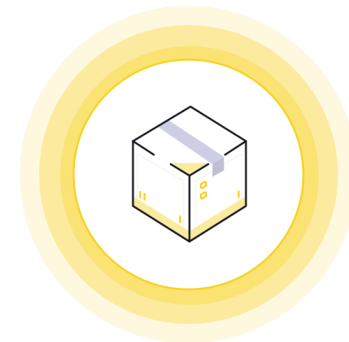


- Everybody's ears are different: you may need to clean your devices more frequently
- Never use cleaning agents such as detergent, soap, alcohol or bleach to clean your hearing aid
- Do not submerge your hearing aid or rinse your hearing aid under water

Audicus Care

All the products to care and maintain your device are available at audicus.com/supplies

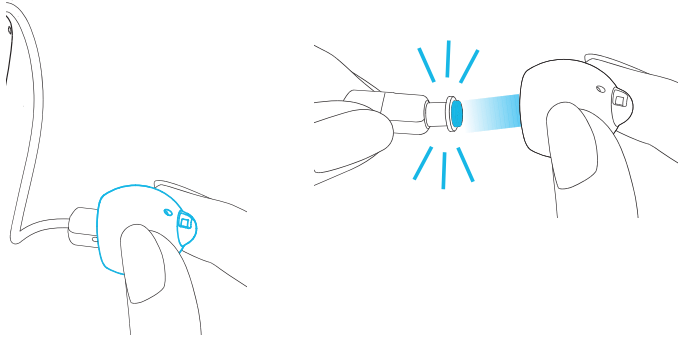
Audicus Care is the easiest way to get everything you need to maintain your Beam. Sign up and you'll receive an unlimited supply of domes, earwax guards, wipes and cleaning brushes conveniently delivered every 3 months or when requested. Never worry about running out of hearing aid supplies again. Find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



Sign up at:
audicus.com/care

Replacing the dome and earwax guard

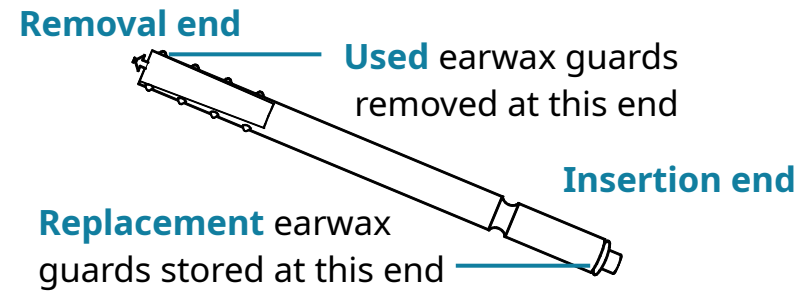
1. To remove the dome: hold the receiver with one hand and gently pull off the dome with the other hand



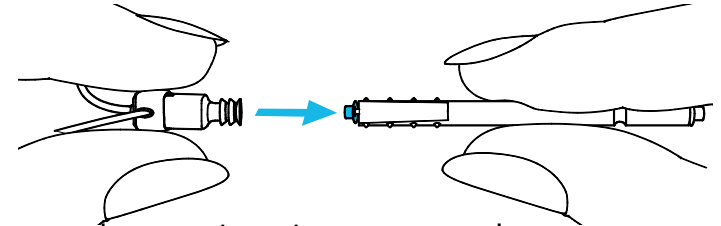
2. You now have access to change the **earwax guard**

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

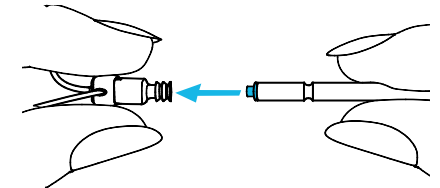
Replace the earwax guard **at least every 2-3 months** or **any time the sound quality is diminished**. Your order comes with a small case containing 8 earwax guard sticks to remove and replace the guards



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



4. Ensure the receiver is empty and a new earwax guard is visible at the **insertion end** of the tool. Gently push the **new earwax guard** into the tip of the empty receiver until the outer ring is aligned



5. **Reattach** the silicone dome onto the receiver and dispose of the old earwax guard and stick

Protecting your aid

- Always store your hearing aid in its case, in a clean and dry environment. The UV Dry Box can also be used for safe storage
- 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
- We recommend regularly drying your hearing aid. You can purchase a sanitizing UV Dry Box from audicus.com/accessories
- 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
- Keep hearing aids away from children and pets

Clean & Care, Repairs and Protect

Your hearing aids come with a **24 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 aids for **36 months**, including low-cost repairs, free Clean & Care service and reduced-price loss replacement. Audicus Protect must be purchased within 100 days of delivery



Sign up at:
audicus.com/protect

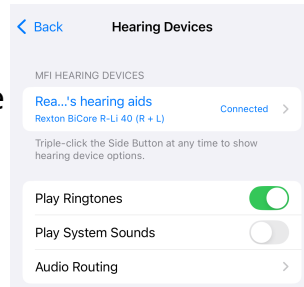
Audicus offers a **Clean & Care service** to have your instruments professionally checked and cleaned, find out more at audicus.com/clean

If you return your aids to Audicus dirty, you may be billed for the Clean & Care service

Bluetooth - pairing your hearing aid

For iPhone

1. Ensure **Bluetooth** is turned and remove aids from the charging case
2. Go to **Settings > Accessibility > Hearing Devices**
3. Find **MFI Hearing Devices** and you should see '**Hearing Aid**' or similar
4. Tap to **connect**
5. When prompted, tap **Pair** (you may need to do this twice - once for each aid)



Using the Rexton App (optional)

You can also download the **Rexton App** from audicus.com/app to adjust volume, programs, and settings more easily


For Android

1. In **Bluetooth settings** select '**Pair new device**'
2. A device called '**Hearing Aid**' (or something similar) should appear
3. Select and when asked to **Pair**, select **OK**
4. You may have to **select and pair both devices**

Once **connected**, your hearing aids are now linked. You'll hear sounds like **phone calls**, music, or videos directly through your hearing aids

Hands free calls

- When paired, phone calls are automatically transferred to your hearing aids. Your voice is picked up by the hearing aid's microphones
- To accept an incoming call, you can answer on your phone and the call will automatically stream to your phone, alternatively you can **double tap** on the device to answer a call

- 
- Pairing is only necessary once per phone
 - Bluetooth connection will extend to 30ft / 10m but can be reduced by obstructions in a purse or pocket
 - Bluetooth connection will cause extra battery drain. If hearing aids are not connected via Bluetooth there will be no extra battery loss
 - See audicus.com/support for help with Bluetooth

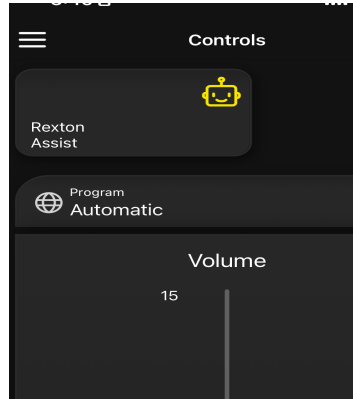
AI assist

The AI Assist feature can help you **fine-tune** your sound in real situations like restaurants, meetings, or outdoor environments

To use AI Assist:

1. Open the Rexton app
2. Tap **AI Assist** found on the main screen
3. Follow the on-screen instructions to describe your listening issue
4. The app will suggest or apply changes to improve your hearing

Tip: *AI Assist learns from feedback and can automatically improve its suggestions over time*



Remote adjustment

Your hearing aids can also be adjusted by **an Audicus audiologist** without needing an in-person visit. This can happen in two ways: asynchronous (remote message) or synchronous (live)

Remote Message (Asynchronous)

An Audicus audiologist can send you a remote update through the app

You'll receive a notification in your Rexton app and can apply the new settings whenever it's convenient

Live Remote Session (Synchronous)

You and an Audicus audiologist connect via a video call inside the app. During this session, your audiologist can make real-time changes to your hearing aids while you are connected

Optional Smartphone app

For additional functionality and control, you can use an optional smartphone app. *Note: this app may not be compatible with all smartphones*

The free **Rexton App** can be downloaded from the App Store (iOS) or Play Store (Android). Find links at audicus.com/app



Requirements for the **Rexton App**:

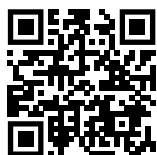
iOS

Version 15.0+



Android

version 10.0+



For more information see audicus.com/app

Bluetooth troubleshooting

Not all phones work well with Bluetooth devices

Follow these steps if you are having trouble connecting or experiencing poor audio with Bluetooth:

1. **Disconnect** aids from remote app, if installed
Settings › My Hearing Aids › My Devices › Forget Devices
2. **Uninstall** the Hearing Remote app, if installed
3. **Delete/forget** hearing aids from Bluetooth menu
4. Check for and **install any updates** on your phone
5. **Disable/enable** or turn off/on Bluetooth
6. **Restart** your phone

For additional support visit audicus.com/support

Returns and warranty

The Audicus 100% happiness guarantee

If for any reason you are not satisfied with your Audicus hearing aids, you may return it within 100 days after delivery 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

Manufacturer warranty

All Audicus hearing aids come with a 24 month 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. Hearing aids must be cleaned prior to any repairs, otherwise a cleaning fee will apply

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

Technical specifications

	Standard Receiver	Medium Receiver	Power Receiver
Output Sound Pressure Level 90 (OSPL90) (dB SPL)	110	119	114
Full on gain (input 50 dB SPL)	46	60	51
Total harmonic distortion at 500Hz/800Hz/1600Hz/3200Hz (%)	1/1/1/1		1/2/1/1
Equivalent input noise at Reference Test Setting (dB SPL)	16		
Latency (ms)	<15		
Frequency range (Hz)	<100-8200		
Typical battery life (h)	18		

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.

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

Humidity: Lower Limit = 0%, Upper Limit = 70%

Pressure: Lower Limit = 50kPA, Upper Limit = 106kPA

Radio information of your wireless hearing aid:

Antenna type: Resonant loop antenna

Operation frequency: 2.4 – 2.48 GHz

Radiated Power: <2.5mW

Bluetooth: 4.2 Dual-Mode

Profiles supported: HFP (Hands-free profile), A2DP



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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 aid dispensers (to comply with the U.S. Food and Drug Administration (FDA) regulations)

Hearing aid dispenser 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 aid dispenser 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.

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 aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. 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 aid dispensers 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 obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health 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 a hearing loss.

Technical information

The Audicus Beam is manufactured by WSAUD, Denmark, made in Singapore and distributed by Audicus, USA.

FCC ID: 2AXDT-RFM004

IC: 26428-RFM004

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

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. 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.

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 and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device 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 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.



audicus.com •
(917) 999-0705 •
help@audicus.com •