

AUDICUS

The Mini

Hearing Aid Instruction Manual

SERIES 2

Rechargeable

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.

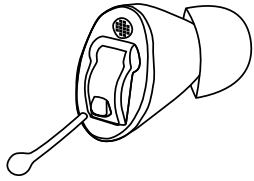
Welcome!

We're thrilled to be part of your hearing journey

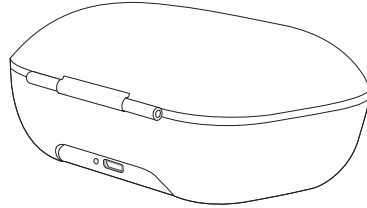
This guide is an important resource.
Please set aside a few minutes to review
in order to get the most out of your
custom-tailored Audicus hearing aids

What's inside?

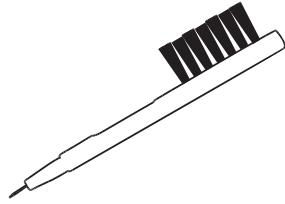
Contents



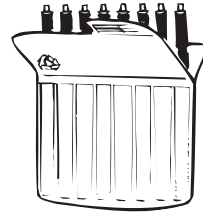
hearing aid(s)



charging case



cleaning brush
with magnet



earwax guards



silicone sleeves
(small & large included, medium
attached to device)

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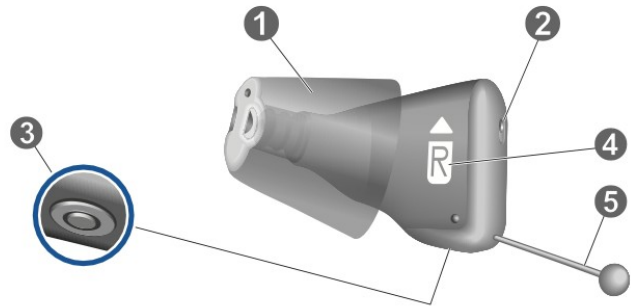
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Your hearing aid at a glance



1) sleeve dome – grey hypoallergenic silicone cover to hold the device comfortably in the ear canal

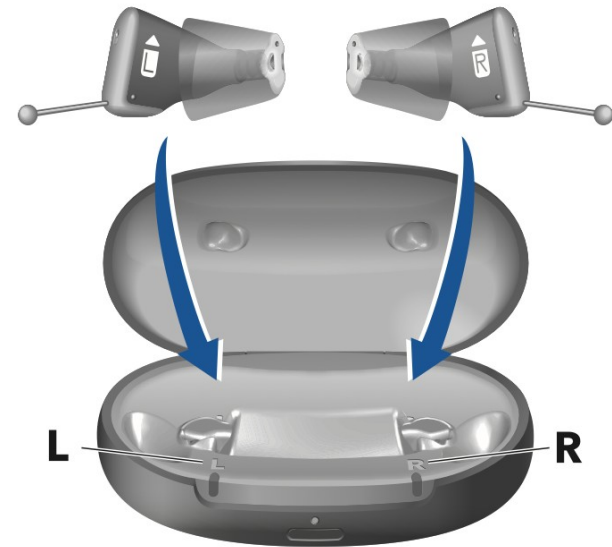
2) microphones – where sound enters your hearing aid

3) charging contacts – ensure the contacts are facing down when placing hearing aids in the charging case

4) side indicator – the right ear piece is marked with **R** and the left ear piece with **L**

5) removal cord – pull to remove device from the ear

Turning on / off



1. Turning On: Take the aids off the charger. The startup melody is played in your hearing aids. The default volume and hearing program are set

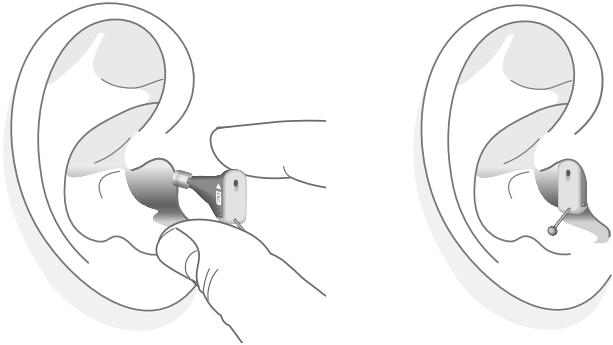
2. Turning Off: Place hearing aids in charger



Note that the charger must be on. Press and hold the button for 5 seconds to turn on the charger. Ensure the charger is plugged in and the lights are on

Inserting your hearing aid

The device is letter-coded: **L = left** **R = right**



TIP: Practice inserting your aids in front of a mirror

- 1. Clean your ear** and hearing aid before every use
2. 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
3. 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
4. **To remove:** gently grasp the pullstring with your thumb and index finger and pull away slowly

Volume & programs

Turning the device **OFF** resets the volume to **baseline** and program to **Auto**

Your hearing aids are programmed with the following **Manually Selectable Programs:**

- 1) **Auto**
- 2) **Noise / Party**
- 3) **Music**
- 4) **Outdoors**
- 5) **Tinnitus Masker** *(only if requested at time of purchase)*

Volume & program can be controlled via:

- A. The smart-phone app
- or
- B. The Remote Control

For more information see the **Remote App and Remote Control** section

Standby Mode

Via remote control, you can switch your hearing aids to standby mode. This mutes the hearing aids. When you leave standby mode, the previously used volume and hearing program are set.

Note:

- In standby mode, the hearing aids are not turned off completely. They draw some power. Therefore we recommend to use standby mode only for a short period of time.
- If you want to leave standby mode, but the remote control is not at hand: Turn your hearing aids off and on again (by shortly placing them in the charger until one or more LEDs light up). Wait until the startup melody is played in your hearing aids. This may take several seconds. Note that the default volume and hearing program are set.

Troubleshooting

No sound or poor quality sound

<u>Cause</u>	<u>Remedy</u>
Not turned on	See page “Turning on / off”
Low / dead battery	Place hearing aids back in case to charge
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.

Beeping

<u>Cause</u>	<u>Remedy</u>
Low battery	An audio alert will indicate low battery charge. Charge battery

Feedback / Whistling

<u>Cause</u>	<u>Remedy</u>
Hand or clothing near device	Move hand / clothing away from device
Poorly fitting dome	Try a new dome size. See “Finding the right sleeve dome”
Device is not inserted properly	Ensure the hearing aid is properly inserted into your ear canal
Volume too high	Lower volume or reset device

Finding the right sleeve dome

The sleeve dome is the grey 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.

You can order replacement domes by calling Audicus or visiting audicus.com/care

Check the firm fit of the new Eartip or Sleeve. The Eartip or Sleeve fits correct when the wax guard is visible.

When installing the new Eartip or Sleeve, take care that the flap of the Eartip or Sleeve matches the line printed on the device.

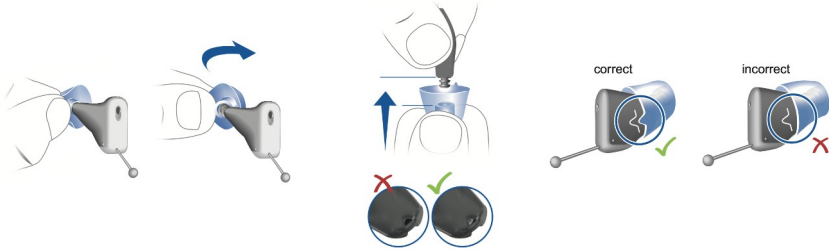
The sleeve dome should fit snugly in your ear canal. If missized, you may hear feedback: a squealing or whistling sound that can be resolved with a different dome size



- 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.



Take off

Put Back On

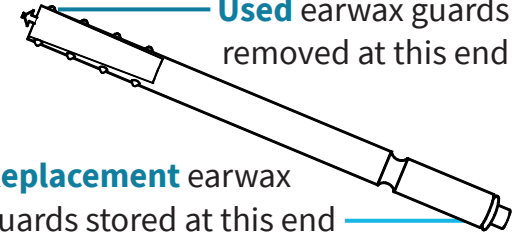
- B.** You now have access to change the **earwax guard**

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 grey case containing 8 black sticks, each with an earwax guard attached

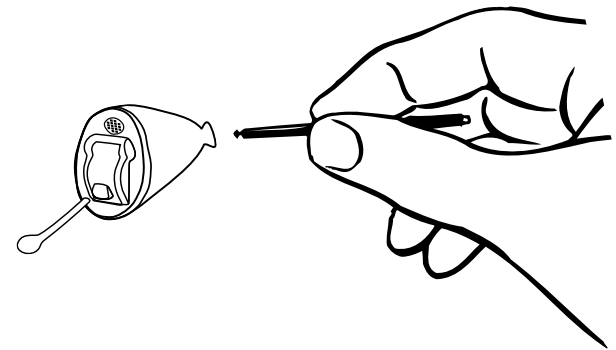
Removal end



Replacement earwax guards stored at this end

Insertion end

- 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

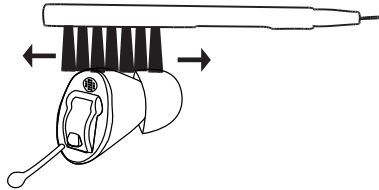
- E. Reattach** the silicone sleeve dome onto the device and dispose of the old earwax guard and stick. Ensure the new dome is attached firmly

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

Weekly: Remove earwax and debris from the microphone ports using the supplied cleaning brush



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



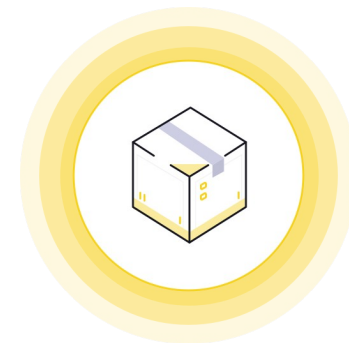
Everybody's ears are different: you may need to clean your devices or replace components more frequently

- 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 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 Mini. 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

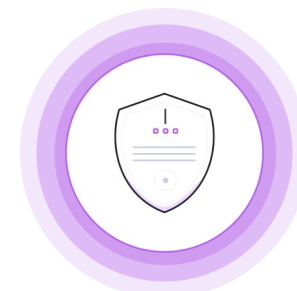
Protecting your aid

- Store your device in the carrying case
- 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!

Clean & Care, Repairs and Audicus 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 60 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

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 sleeve 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 remote reprogrammings** for the life of the device, just contact us
5. Short-term storage (up to several days): Turn off your hearing aids by placing them in the charger. The charger must be on. If the charger is not on and you place your hearing aids in the charger, the hearing aids are not turned off. Note that when you turn off the hearing aids via a remote control or smartphone app, the hearing aids are not turned off completely. They are in standby-mode and still draw some power. Long-term storage (weeks, months, ...): First, fully charge your hearing aids. Leave them in the charger with the lid closed. Once the hearing aids are fully charged the charger and the hearing aids are turned off automatically.

Remote App and Remote Control

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 13.0+



Android

version 7.0+



Note: These hearing aids are **not Bluetooth enabled**.

For more information see audicus.com/app

Pairing to Remote App

Open the Remote App and follow the steps below:

1. Choose a Connection → Select **Manual**
2. Is your hearing aid a 5A Model? → **NO**
3. Prepare Connection → restart your hearing aids → **CONNECT NOW**
4. Did You Hear a Confirmation Tone? → If yes, Choose **YES**
5. Do your aids support Directional Hearing? → **NO**
6. Number of Programs? → **4** if default, **5** if Tinnitus program was requested
7. Tinnitus Program? → Answer appropriately (**yes** or **no**)
8. If yes to tinnitus program → check box for **program number 5**
9. **Let's Go**
10. Telecare → **Set Up Later**

Returns and warranty

Remote Control

Directly control **volume + programs** with this small and discreet device. To insert the battery:



First: remove the cover by inserting the included pin tool into the small hole above the battery door and slide battery cover in the direction of the arrow

Second: insert the included **CR2450** battery with the **+** side up and replace the battery door

To pair your hearing aids to the Remote Control:

- **Lock** the remote control (red color visible)
- Turn the hearing aids **off and on** by plugging in and unplugging device
- The hearing instruments are now in **pairing mode for three minutes**
- Hold down the **P** button and move the switch on the remote to the **unlock position** (green color visible) and then release the **P** button
- Hold down the **P** button again until the **LED flashes** on the remote and you hear a **confirmation sound** in both devices. Release the **P** button and wait **30 seconds** for LED to turn off
- The devices are now paired to the Remote

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**

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.

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.

Safety information on lithium-ion rechargeable batteries

WARNING

A lithium-ion rechargeable battery is permanently built into your device. Incorrect use of the device can cause the lithium-ion rechargeable battery to burst. Risk of injury, fire or explosion!

Follow the safety instructions for lithium-ion rechargeable battery in this section.

- Observe the operating conditions. Refer to the section "Operating, transport, and storage conditions"
- Pay special attention to protect your device from extreme heat (e.g. fire, microwave oven, induction oven or other high induction fields) and sunlight
- Charge your hearing aids only with the approved charger. Ask your Hearing Care Professional for support
- Do not disassemble the device
- Do not use the device in explosive atmospheres
- Do not use devices that are deformed or obviously damaged
- Do not use the device when its performance after charging decreases considerably. Return the device to your Hearing Care Professional
- Do not dispose of the device in fire or water. Replacement and repair have to be performed by a professional

Therefore:

- Do not repair or replace the lithium-ion rechargeable battery yourself
- In the unlikely event of a lithium-ion rechargeable battery bursting or exploding, keep all combustible materials away
- In any of the above cases, return your devices to the Hearing Care Professional

Technical information

	<u>2cc Coupler</u>
Output Sound Pressure Level 90 (OSPL90) (dB SPL)	114
Full on gain (input 50 dB SPL)	50
Total harmonic distortion at 500Hz/800Hz/1600Hz (%)	<2.0 / <3.0 / <2.0
Equivalent input noise at Reference Test Setting (dB SPL)	<20
Latency (ms)	<15
Frequency range (Hz)	<100-9100
Typical battery life (h)	28

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.

The Audicus Mini 2 is manufactured by Rexton and distributed by Audicus.

FCC ID: 2AXDT-MIM003

IC: 26428-MIM003

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

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.



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