AUDICUS

The Ray

User Manual & Getting-Started Guide

OTC HEARING AID · READ SAFETY INFORMATION BEFORE USE

READ BEFORE USE

Important safety information

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. 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, or 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 (see the notes that follow).

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 fda.gov/Safety/MedWatch, or call 1-800-FDA-1088. You can also download a form to mail to FDA.

WELCOME

We're glad you're here

Your Ray hearing aids are programmed to your individual hearing test. This guide gets you from the box to better hearing in a few minutes, then covers everything you'll need day to day.

New to hearing aids? Give yourself time. Most people need a few weeks to adjust — see Your first six weeks on page 13 for what to expect.

One Ask Please read the safety information on the preceding pages before first use — it's required by the FDA for over-the-counter hearing aids, and it matters.

Need More Assistance?

You're never on your own. Reach out anytime, for anything at all.

(917) 999-0705

help@audicus.com · audicus.com/support

Monday–Friday, 9 AM – 6 PM ET

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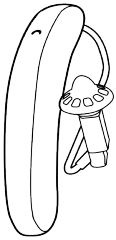
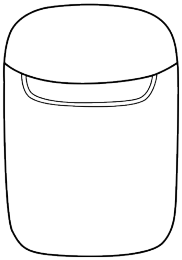
SECTION 1

Get started

What's in the box

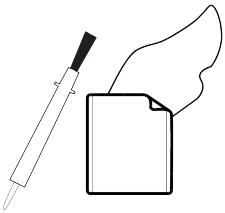


Hearing aids
in carrying case

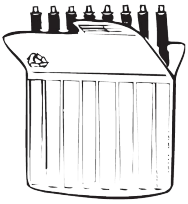


Charging case
and USB-C cable

Dome pack

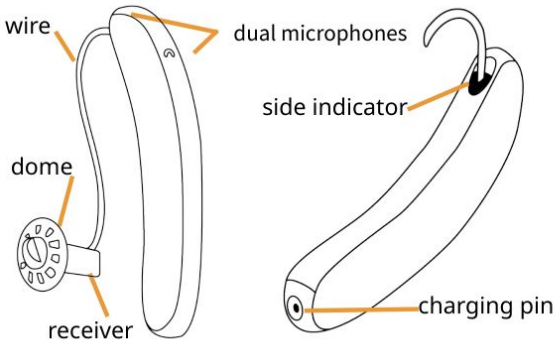


Cleaning brush & Audiowipes



Earwax guards (8 replacement sticks)

Know your hearing aid

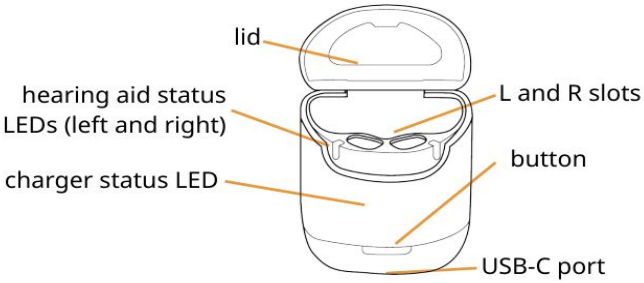


Microphones	Where sound enters your hearing aid (two per aid)
Wire	Connects the receiver (speaker) to the hearing aid body
Receiver	Amplifies sound into the ear canal; holds the earwax guard in its tip
Dome	Grey hypoallergenic silicone cover on the receiver that holds it comfortably in place
Side indicator	Identifies the side: Red = Right, Blue = Left
Charging pin	Metal disk that connects to the charger

REMEMBER ONE RULE

Red = Right ear and **Blue = Left ear** — everywhere: on the aids, in the charger, and in the app.

Charge your hearing aids



1. Connect the case to power with the USB-C cable. When connected via USB-C, the charger is on. (On battery power, press the button for 5 seconds to turn the charger on.)
2. Place each aid in its marked slot — R on the right, L on the left — and gently arrange the wires inside the case.
3. When seated correctly, the hearing aids turn off and begin charging. Check that the status LED lights up.
   Full charge: ~4 hours. 30 minutes gives up to 6 hours of use.

LED	MEANING
Blinking green	Hearing aid / charger is charging
Solid green	Fully charged
Blinking orange	Cooling down — charing will resume in ~15 min
Blinking red	Charger error — unplug, replug, reinsert aids
Off	No hearing aid detected, aid not seated correctly, or charger is off

CAUTION

Placing a hearing aid in the wrong slot can damage the aids. To turn the charger off: disconnect USB-C and hold the button for 15 seconds until the LEDs fade off.

Turn on & off

On: Take the aids out of the charger. You'll hear the startup melody, and the default volume and hearing program are set.

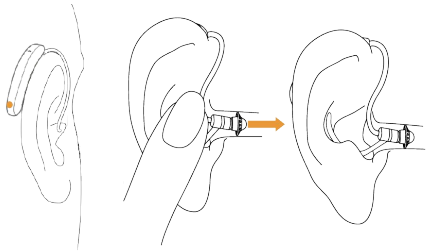
Off: Place the aids in the charger (with the charger on). Check that the charging LED lights up — that confirms charging contact. An unpowered charger does not turn the aids off.

GOOD TO KNOW

Hearing aids only turn off in the charger. Turning them off resets volume to baseline and the program to Auto. Charge them in the case overnight so they're ready every morning.

Put them on

1. Clean your ear and hearing aid before every use.
2. Match red = right, blue = left. Push the dome into your ear canal, twisting slightly until it fits.
3. Slide the aid over the top of your ear. Tuck any retention strand into the bowl of your ear.



If you use sleeves: make sure the bend of the sleeve lines up with the bend of the receiver cable.

Find your dome

Your aids ship pre-fit with a **medium** dome in your recommended style, plus alternatives in the dome pack. The dome should fit snugly in your ear canal, inserted far enough that it isn't visible.

STYLE	BEST FOR
Open	Mild hearing loss and all-day comfort
Tulip	Moderate hearing loss, or narrow / curvy ear canals
Round	Moderate hearing loss and a boost in speech clarity
Closed sleeve	Active lifestyles and a reliable, consistent sound level
Power sleeve	Severe hearing loss, or high volume needs

Too small?	You might hear whistling or feedback
Too large?	Your ear will feel uncomfortable or sore
Just right	Comfortable fit with no whistling

DOME CARE

Clean domes regularly and replace them at least every 2–3 months — sooner if they're brittle, discolored, damaged, or pull off easily. Always check that a new dome is firmly attached to the receiver before inserting it in your ear. Order more at audicus.com.

SECTION 2

Daily use

Volume & programs

Your hearing aids start in the **Auto** program at your default volume. Six manually selectable programs are also loaded:

1	Universal	4	Reverberant Room
2	Noisy Environment	5	Outdoor Sports
3	Television	6	Tinnitus Masker

Change volume and programs with the **Signia smartphone app** (Section 3) or the optional **Remote Control** (included only if requested at purchase — see page 16).

Standby mode

Using the remote control, you can switch your hearing aids to standby, which mutes them. When you leave standby, your previous volume and program return.

NOTE

Standby still draws some power, so use it only for short periods. To leave standby without the remote: briefly place the aids in the charger until an LED lights, then remove them and wait for the startup melody. Default volume and program will be set.

Your first six weeks

Your aids are programmed to your specific hearing test, and your brain needs time to adjust to the new sound. Here's the typical path:

Week 1 — Getting acquainted

You'll notice sounds you haven't heard in years: leaves rustling, the hum of a refrigerator, your own footsteps and voice. Sensitivity to “new” sounds is completely normal and fades with regular use.

Weeks 2–3 — Building up

Start wearing your aids in more challenging environments — group conversations, restaurants, outdoors. Feeling tired at first is normal: your brain is working hard to process new sound information.

Week 4 and beyond — Your new normal

Wearing your hearing aids should feel natural, and your brain has adjusted to the amplification. After a few weeks of daily use, contact us if you'd like a programming adjustment.

SET EXPECTATIONS

Hearing aids will not make your hearing perfect. You may still have difficulty in very noisy environments, and they won't prevent medical conditions that cause hearing loss. But they will significantly improve your quality of life. Still doesn't sound right? Contact us.

SECTION 3

Connect

Pair with iPhone

1. Make sure Bluetooth is turned on, and take your aids out of the charging case.
2. Go to Settings › Accessibility › Hearing Devices.
3. Under MFI Hearing Devices, 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.

Pair with Android

1. Download the free Signia app (see next page).
2. Open the app and allow Bluetooth and Location access.
3. Place both aids in the charging case for 3 seconds (watch for the charging lights), then take them out. They're now in pairing mode.
4. Let the app search for your hearing aids, then tap Connect when they appear. If asked about TeleCare, choose “Set up later.”
5. Play a song or video to confirm sound comes through your hearing aids.

Hands-free calls

iPhone

Calls transfer automatically to your hearing aids, and your voice is picked up by the hearing aid's own microphones. Two quick taps on either aid answers or ends a call.

Android

On most Android phones, the phone itself continues to work as the microphone — hold it near you while you talk. Some Android phones do support fully hands-free calling.

The Signia app

The free Signia app (App Store or Play Store — links at audicus.com/app) adjusts volume, programs, and settings from your phone. Requirements: iOS 15.0+ or Android 10.0+. The app may not be compatible with all smartphones.

Signia Assistant

Signia Assistant helps you fine-tune your sound in real situations like restaurants, meetings, or outdoors. Open the Signia app, tap Signia Assistant on the main screen, and follow the on-screen instructions to describe your listening issue. The app suggests or applies changes to improve your hearing — and it learns from your feedback, improving its suggestions over time.

BLUETOOTH BASICS

Pairing is only needed once per phone. Range is about 30 ft / 10 m, reduced by obstructions like a purse or pocket. Bluetooth adds some battery drain; unconnected aids have no extra loss. Help: audicus.com/support.

Remote adjustments by your audiologist

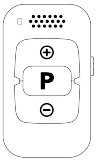
An Audicus audiologist can adjust your hearing aids without an in-person visit, in two ways:

Remote message (anytime). Your audiologist sends updated settings through the app. You'll get a notification in the Signia app and can apply the new settings whenever it's convenient.

Live remote session. You and your audiologist connect on a video call inside the app, and they make real-time changes while you're connected.

Remote control (optional accessory)

Insert the battery: Remove the cover by inserting the included pin tool into the small hole above the battery door and sliding the cover in the direction of the arrow. Insert the included CR2450 battery with the + side up, and replace the door.



Pair the remote to your hearing aids

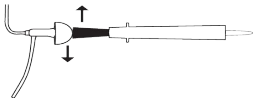
1. Lock the remote control (red color visible on the switch).
2. Turn the hearing aids off and on by placing them in the charger and removing them. They're now in pairing mode for three minutes.
3. Hold down the P button, move the switch to the unlock position (green visible), then release P.
4. Hold P until the LED flashes on the remote and you hear a confirmation sound in both aids. Release P and wait 30 seconds for the LED to turn off.
5. Lock the remote again to exit pairing mode. The devices are now paired.

SECTION 4

Care

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

WHEN	WHAT TO DO
Daily	Wipe with a lint-free cloth or non-alcoholic Audiowipe. Let earwax dry and harden before brushing it off. Charge in the case overnight. Wipe sweat off the charging contacts before docking.
Weekly	Remove earwax and debris from the device and dome with the supplied cleaning brush.
Every 2–3 months	Replace domes and earwax guards — sooner if sound quality drops.



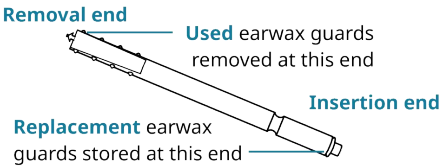
Quarterly: **Domes** and **earwax guards** should be replaced at least every 2–3 months.

NEVER

Never use detergent, soap, alcohol, or bleach on your hearing aids, no alcohol on the charging contacts, and never submerge or rinse them under water. Everybody's ears are different — you may need to clean more often.

Replace the dome & earwax guard

The earwax guard is a very small white plastic filter in the receiver tip. It stops earwax from entering and damaging the receiver. Your order includes a case of 8 earwax guard sticks.



1. Hold the receiver in one hand and gently pull the dome off with the other. You now have access to the earwax guard.

2. Push the tapered end of the changing tool into the filter in the receiver, and pull out the used filter.

3. Flip the tool over and push the new wax guard into place. Release the filter by tilting the changing tool to the side.

4. Reattach the silicone dome firmly onto the receiver, and dispose of the changing tool.

Protect your hearing aids

- Store in the case, in a clean, dry place. A sanitizing UV Dry Box (audicus.com/accessories) also works well — we recommend regular drying.
- Never wear them in the shower, bath, sauna, or while swimming; protect from rain. If they get wet, dry fully before use — never in an oven or microwave.
- Keep away from high heat: no direct sunlight, no hair dryers while wearing.
- Avoid drops onto hard surfaces — put your aids on and take them off over a soft surface, like a bed or towel.
- Keep away from children and pets.
- For long-term storage (weeks or months): fully charge the aids and leave them in the charger with the lid closed — the charger and aids enter hibernate mode to save power. Store with drying products, and recharge every 3 months to avoid damage to the battery cell.

NEVER RUN OUT OF SUPPLIES

Audicus Care delivers unlimited domes, earwax guards, wipes, and brushes every 3 months or on request. Sign up at audicus.com/care. All supplies are also at audicus.com/supplies.

SECTION 5

Troubleshooting

PROBLEM	TRY THIS
No sound or weak sound	Confirm the aids are on (see Turn on & off). Charge them — aids only turn off in the case, so silence often means a dead battery. Clean the dome and replace the earwax guard. Clean a clogged microphone with the brush. If it persists, contact Audicus.
Whistling / feedback	Move objects or clothing away from the device. Re-insert the dome (see Put them on). Try a different dome size (see Find your dome).
Distorted sound	Decrease the volume. Replace the earwax guard. Charge the hearing aid. Try a different dome.
Chirps or beeps	Low battery — about 1.5 hours left after the first alert. Charge.

PROBLEM	TRY THIS
Charging LEDs don't light up	Seat the aids properly: gently push into the slots or close the lid, with receiver wires pointed toward the case. If unplugged, turn the charger on (hold the button 5 seconds). If the case battery is low, connect it to power via USB-C.
Bluetooth won't connect / poor audio	Not all phones work well with Bluetooth devices. In order: ① disconnect aids in the app (Settings › My Hearing Aids › My Devices › Forget Devices), ② uninstall the remote app if installed, ③ forget the aids in your phone's Bluetooth menu, ④ install phone updates, ⑤ toggle Bluetooth off/on, ⑥ restart your phone, then re-pair (Section 3).
Can't call hands-free	See Hands-free calls. On many Android phones the phone must still act as the microphone.

Still stuck? We'll fix it together: **(917) 999-0705 · help@audicus.com** · audicus.com/support

SECTION 6

Reference

100% happiness guarantee

If for any reason you are not satisfied with your Audicus hearing aids, you may return them within 100 days of the delivery date for a full refund of the original purchase price. The guarantee applies only if the hearing aid has not been modified, tampered with, damaged, or repaired by the user. Return instructions: audicus.com/returns.

Manufacturer warranty

All Audicus hearing aids include a 24-month warranty covering manufacturing defects. The warranty is void if the hearing aid has been modified, tampered with, damaged, or repaired by the user. Additional repairs may incur costs depending on severity. Hearing aids must be cleaned before any repair; aids returned dirty may be billed for the Clean & Care service.

Repairs & service: contact us first at (917) 999-0705 or help@audicus.com for return instructions, or send your hearing aids to: **Audicus, Inc., 39 W 29th St, 8th Floor, New York, NY 10001**.

Audicus Protect & Clean & Care

Accidents happen. Audicus Protect gives you complete coverage for 36 months, including low-cost repairs, free Clean & Care service, and reduced-price loss replacement. It must be purchased within 100 days of delivery: audicus.com/protect. The Clean & Care service professionally checks and cleans your instruments: audicus.com/clean.

Technical specifications

	STANDARD	MEDIUM	POWER
OSPL90 (dB SPL)	110	119	114
Full-on gain (50 dB SPL input)	46	60	51
THD at 500/800/1600/3200 Hz (%)	1/1/1/1	1/2/1/1	

Equivalent input noise	16 dB SPL at reference test setting
Latency	<15 ms
Frequency range	<100 – 8,200 Hz
Typical battery life	18 hours
Bluetooth	4.2 dual-mode · HFP and A2DP profiles · 2.4–2.48 GHz · <2.5 mW radiated power · resonant loop antenna
Transport conditions	–20 °C to +60 °C (–4 °F to +140 °F) · 0–70% humidity · 50–106 kPa

This device is designed to function without problems or restrictions if used as intended, unless otherwise noted in these user guides. Keep dry. The Audicus Ray is manufactured by WSAUD, Denmark, made in Singapore, and distributed by Audicus, USA.

Do not dispose of this device as household waste. Take old or unused devices to an electronic-waste disposal site, or give them to your hearing care professional for disposal. Proper disposal protects the environment and health. The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc.; use by the manufacturer is under license.

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; they will help you 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). In rare cases, the otherwise non-allergenic material may cause a discharge from the ear, allergic reaction, or other unusual condition. Seek immediate consultation with a physician if these conditions occur.

FCC compliance

FCC ID: 2AXDT-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. 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. 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.

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(917) 999-0705

help@audicus.com

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