

AUDICUS

The Ray

Rechargeable Hearing Aids

Instruction Manual
audicus.com/support

Important Safety Information

Please read before use.

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 honored to be a part of your hearing journey. This guide is an important resource. Please set aside a few minutes to review and help you make the most of your custom Audicus hearing aids.

We are always here to help!

It is very common for people to need a few weeks to feel used to wearing hearing aids. Just remember, you're never on your own. Please reach out to us anytime, we're truly happy to help with anything and everything!



(917) 999-0705



Mon-Fri, 9 AM - 6 PM ET



help@audicus.com



audicus.com/support

Welcome to Audicus!

Page 5

TABLE OF CONTENTS

This guide includes everything from what to expect, cleaning and care instructions, troubleshooting tips and important device information. We recommend reviewing and saving this guide as a self-help resource.

1 **Get to Know Your Hearing Aids** *Page 7*

2 **First-Time Setup** *Page 10*

App Download, Connecting Your Phone, Charging

3 **Daily Use & Care** *Page 14*

Turning On & Off, Charging, Cleaning & Care

Welcome to Audicus!

Page 6

TABLE OF CONTENTS

4 **Using the App** *Page 23*

Volume, Directional Hearing, Assistant, Calls

5 **Your First Few Weeks** *Page 29*

Week by Week, What's Normal vs. Not

6 **Troubleshooting & Support** *Page 34*

Troubleshooting, Common Solutions

7 **Device Information** *Page 36*

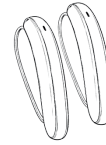
Returns & Warranty, Specifications, FDA Info

PART ONE

Get to Know Your Hearing Aids

Let's quickly get familiar with your new hearing aids and review the basics to get started, like:

- *What comes in the box*
- *The main parts of your hearing aids*
- *How to tell the left hearing aid from the right*



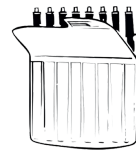
Audicus Ray hearing aids



Charging case and cable



Pack of domes



Earwax guards



Cleaning brush & audiowipes

Understanding the Parts

Page 8

PART 1: GET TO KNOW YOUR HEARING AIDS

Dual Microphones

This is where sound enters your hearing aid.

Wire

A thin wire connects the body of the hearing aid to the receiver (speaker) in your ear.

Dome

A soft, hypoallergenic silicone tip that holds the receiver comfortably in your ear canal.

Receiver

The “speaker” receives the amplified sound and delivers sound into your ear.

Charging Pin

A small metal contact that charges the device.

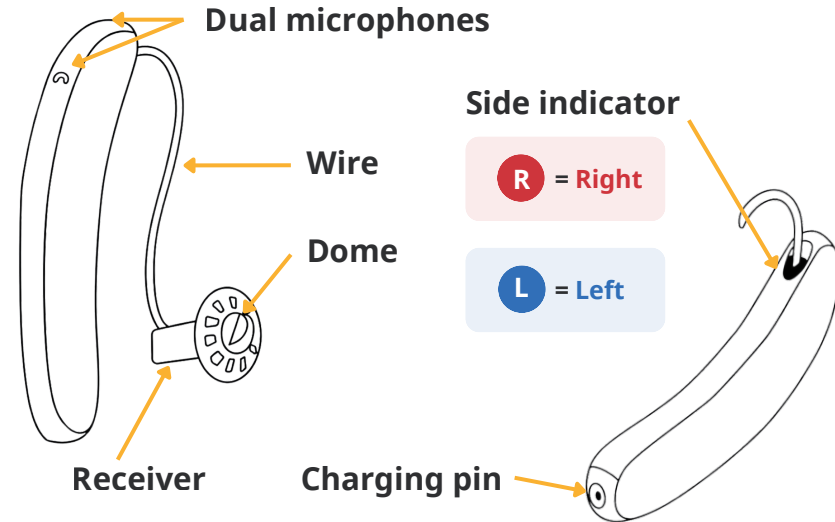
Side Indicator

A small blue or red color indicator to tell which ear the device is for. **Blue = left Red = right**

Understanding the Parts

Page 9

PART 1: GET TO KNOW YOUR HEARING AIDS



Always match L to the left and R to the right

Hearing loss can be different in each ear. Your Audicus hearing aids are custom-programmed specifically to each ear's unique hearing loss profile so it's important to use the hearing aid in the ear it was designed for. The same blue vs red color coding is also on your charging case. Be sure to place the hearing aids in the correct slots; attempting to insert them into the wrong slot could damage your hearing aids.

PART 2: FIRST-TIME SETUP

What Each Charger Light Color Means:

○○○ No Light

No aid inserted or charger isn't connected to power.



Blinking Green

Hearing aids are charging.



Solid Green

Hearing aids are fully charged.



Blinking Orange

Cooling down. Will resume in about 15 minutes.



Blinking Red

Error. Remove aids, reconnect charger and re-insert.

If LEDs Don't Light Up: Make sure the aids are seated properly (wires toward the case) and confirm the charger is on. Connect it to a wall outlet if the internal battery is low.

PART TWO

First-Time Setup

We'll guide you through the first few steps so you can start using your hearing aids with confidence, including:

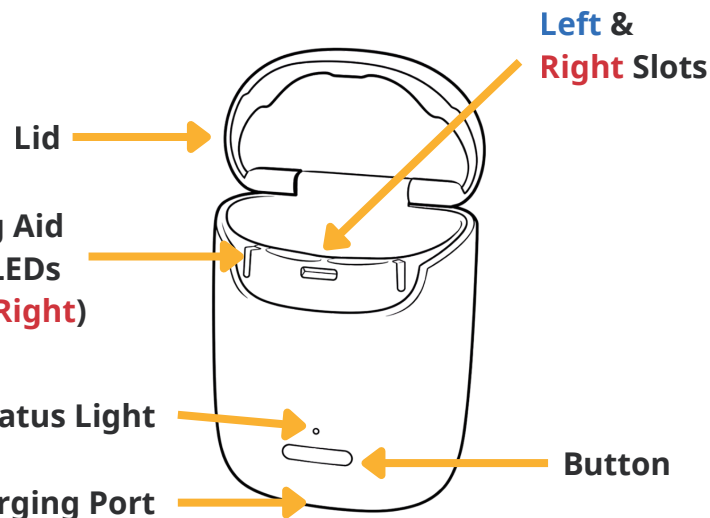
- ***How to charge your hearing aids***
- ***How to download the Signia app***
- ***How to connect your hearing aids to your phone***

Charging Your Hearing Aids

Page 11

PART 2: FIRST-TIME SETUP

To charge your hearing aids, place each aid in its matching slot (R/L) with the receivers pointing toward the case. Charging begins automatically and the aids will turn off. It takes 4 hours to fully charge; we suggest charging overnight.



Quick Charge Tip!

Just 30 minutes of charge time can give you 6 hours of use!

How to Download the App

Page 12

PART 2: FIRST-TIME SETUP

The free smartphone app lets you control volume, switch programs and fine-tune your hearing aids. You can download it from the App Store or Google Play. Find links to the app at audicus.com/app

1

Go to audicus.com/app & scroll down to the “Ray” section



2

Click the download button for your device



3

Download the free Signia App



⚠ **Requirements:** iOS 15.0 or later, or Android 10.0 or later.
The app may not be compatible with all phones.

How to Connect Your Phone

Page 13

PART 2: FIRST-TIME SETUP

Before you start, turn your hearing aids off and on. **Place them in the charger for a moment, then take them out.**

FOR IPHONE



1. Turn on Bluetooth
2. Go to Settings → Accessibility → Hearing Devices
3. Tap your aids under MFi Hearing Devices
4. Tap pair & repeat for the second aid

FOR ANDROID



1. Open the **Signia App** & choose Bluetooth connection
2. Select both aids, pair each & tap “Let's go”
3. Check Settings → Connections → Bluetooth shows 2 devices
4. Paired = a single ear icon

Tip: Pairing is only needed once per phone. If you have trouble connecting, see Bluetooth help in Part 6.

PART THREE

Daily Use & Wear

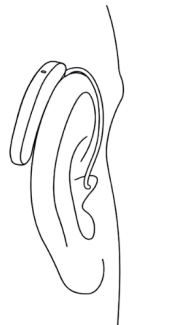
Review hearing aid basics and simple habits to keep your hearing aids comfortable and working properly, including:

- *How to turn your hearing aids on and off*
- *How to put them on and remove them*
- *How to choose the right dome size*
- *How to replace domes and earwax guards*
- *How to clean, charge and store your hearing aids*

How to Put Your Aids On

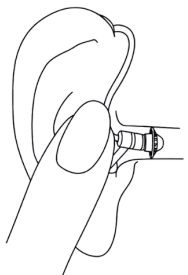
Page 14

PART 3: DAILY USE AND WEAR



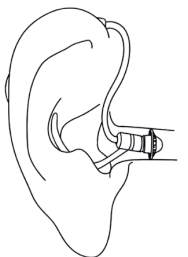
PUTTING ON

- Clean your ear and hearing aid before every use
- Rest the body of the hearing aid over the top of your ear. Tip: Use a mirror to help as you practice.
- Hold the wire near the dome and gently push the dome into your ear canal. Pull up and back on your ear to ease it in.
- For sleeves, line up the bend of the sleeve with the bend of the receiver cable.



TO REMOVE

- Lift the body from behind your ear and gently pull the wire to slide the dome out.
- Never pull on the wire alone. If the aid causes pain or discomfort, remove it and try again.
- If discomfort continues, please contact us for assistance.



Turning Aids On & Off

Page 15

PART 3: DAILY USE AND WEAR

TURN ON

Take the aids out of the charger. You'll hear the startup melody. It will be set to your default volume & program.

TURN OFF

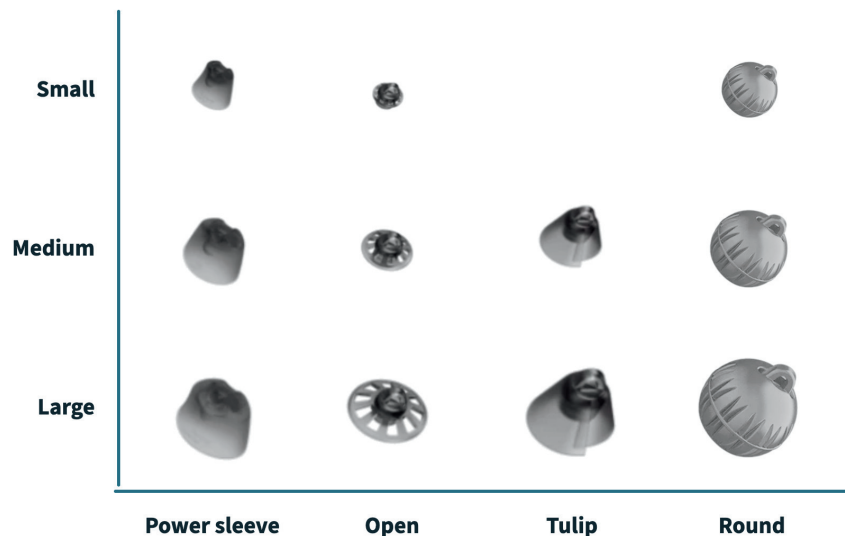
Place the aids back in the charger and check that the charging lights come on.

Finding The Right Dome

Page 16

PART 3: DAILY USE AND WEAR

The dome is the soft grey silicone tip at the end of the receiver. Your hearing aids come with a medium dome already on & you'll find additional domes in various sizes.



*Replace domes as needed, at least every 2-3 months.
Order more at audicus.com/supplies*

Finding The Right Dome

Page 17

PART 3: DAILY USE AND WEAR

Take the time to find the dome size that fits snugly and sits far enough into your ear canal that it isn't visible. It's important to find the right size fit not only for comfort but to improve sound quality as well.

Too small?

You hear whistling or feedback.

Too large?

Your ear feels sore or uncomfortable.

Just right?

A comfortable fit with no whistling.

Cleaning & Care Tips

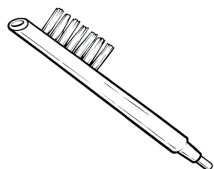
Page 18

PART 3: DAILY USE AND WEAR



DAILY

Wipe with a soft, dry, lint-free tissue or a non-alcoholic Audiowipe. Dry off any moisture on the charging contacts before charging.



WEEKLY

Remove earwax and debris from the device and dome with the supplied cleaning brush.



MONTHLY

Replace earwax guards.
Replace domes every 2-3 months.

**⚠ Never run under water or apply pressure.
Never use detergent, soap, alcohol or bleach.**

Charging & Battery Life

Page 19

PART 3: DAILY USE AND WEAR

Make charging a daily habit by popping the hearing aids into the case overnight. They take about 4 hours to fully charge.



FULLY CHARGED

Up to 18 hours of use time with fully charged battery.



LOW BATTERY WARNING

When you have about 1.5 hours of battery life left, you'll hear an alert. The alert repeats every 15–30 minutes then every 1–7 minutes until it runs out.

1 BEEP = LOW

2 BEEPS = MEDIUM

3 BEEPS = FULL

TO CHECK THE BATTERY

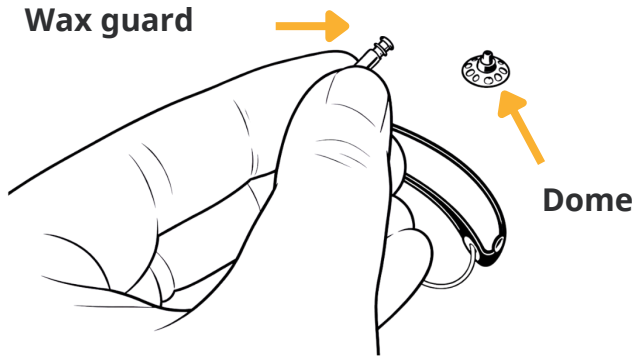
You can use the Signia app to check battery levels on the status screen. Tap the left or right battery icon & the corresponding aid will beep.

Replacing the Earwax Guard

Page 20

PART 3: DAILY USE AND WEAR

We recommend replacing your earwax guards each month or even sooner if sound becomes weak or muffled. (Some people may need to replace each week.) Your kit includes replacement domes and extra earwax guard sticks.



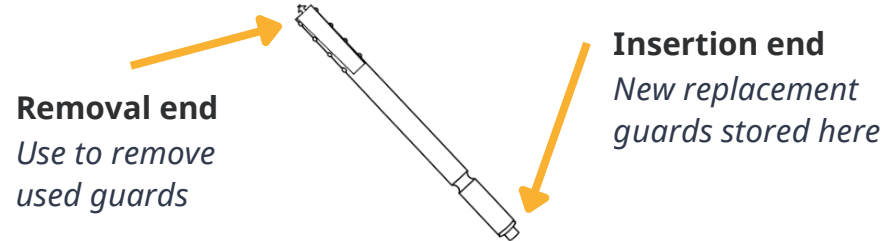
What is an earwax guard?

The earwax guard is the small filter inside the receiver, underneath the dome. The dome is the soft silicone piece that sits inside your ear, while the wax guard sits under the dome to help keep earwax or dust from entering the aid and blocking sound.

Replacing the Earwax Guard

Page 21

PART 3: DAILY USE AND WEAR



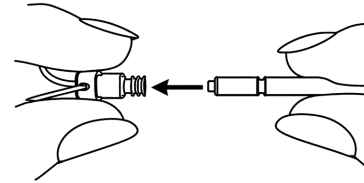
HOW TO CHANGE THE EARWAX GUARDS

1. Remove Dome

Hold receiver and gently pull off the dome to expose the earwax guard.

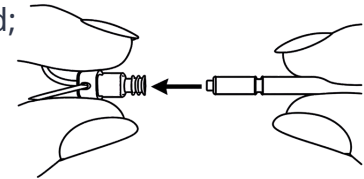
2. Insert Removal End

Insert the removal end of the tool into the receiver tip & pull straight out — do not twist.



3. Insert Insertion End

A new guard is in the insertion end; push it into the empty receiver tip until the ring is aligned.



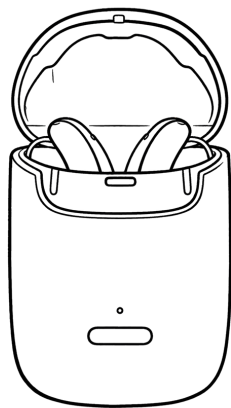
4. Re-Attach Dome

Re-attach the dome. Dispose of the old guard & used stick.

Storing Your Hearing Aids

Page 22

PART 3: DAILY USE AND WEAR



- Store your aids in their case in a clean, dry place.
- Never wear aids in the shower, bath, sauna or while swimming. Keep out of rain.
- Keep them away from high heat, direct sunlight, hair dryers, children and pets.

Need to store longer?

Fully charge your hearing aids and leave in the closed charger. Recharge again every 3 months.

PART FOUR

Using the App

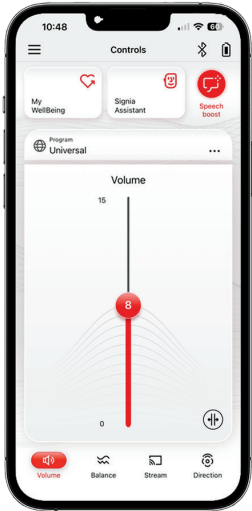
Let's walk through the app and how to use it to manage your hearing aids throughout the day, including:

- *How to adjust volume and switch programs*
- *How to use directional hearing*
- *How to use Signia Assistant*
- *How calls and Bluetooth streaming work*

Adjusting Volume

Page 23

PART 4: USING THE APP



VOLUME

The volume slider sets level for both aids together.

MUTE

Tap the crossed-out speaker icon to mute.

RESET

Turning the aids off will reset the volume to baseline and the program to Auto. (This is the default mode which auto adjusts to your surroundings.)

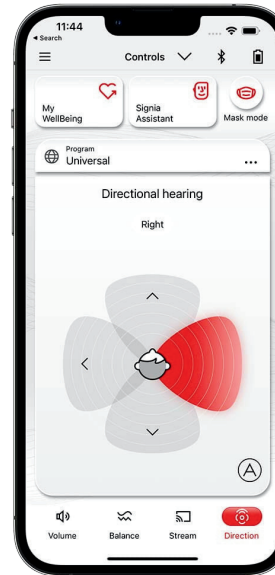
Selecting Programs

Page 24

PART 4: USING THE APP

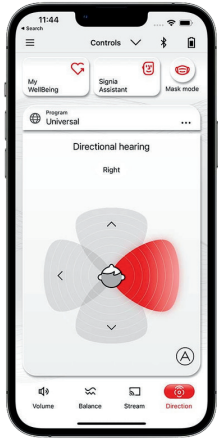
PROGRAMS YOU CAN SELECT

- *Universal*
- *Noisy Environment*
- *TV*
- *Reverberant Room*
- *Outdoor Sports*
- *Tinnitus Signal (if requested)*

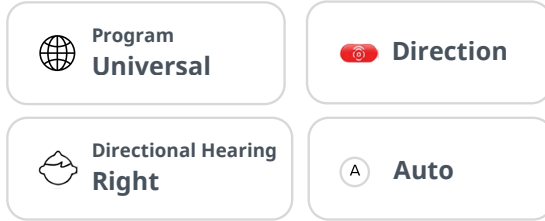


HOW TO SWITCH PROGRAMS

The home screen shows your current hearing program at the top. Tap it to switch programs.



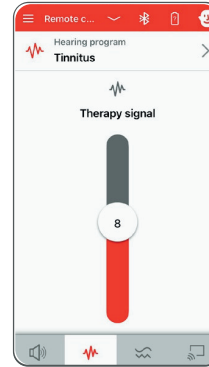
You can steer where your aids focus in the Universal program. Automatic directional hearing is the default.



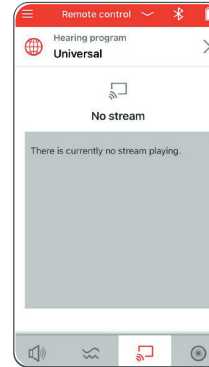
MANUAL DIRECTIONAL HEARING

- Tap a direction to focus manually. Selected area = red. Auto = white.
- Point the focus toward what you'd like to listen to.
- Use the circle slider to narrow or widen the focus, up to a full 360°.
- Tap Auto to reset to automatic directional hearing.

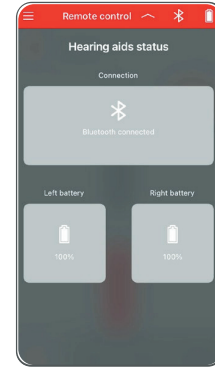
A few other helpful things you can manage in the Signia App include adjusting the tinnitus therapy signal, sound balance, streaming and checking the Bluetooth and left/right battery charge status.



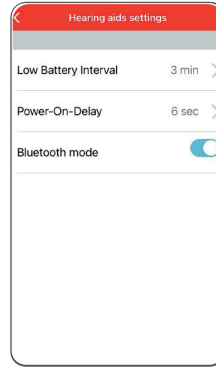
TINNITUS



STREAMING



STATUS



SETTINGS

FOR IPHONE



Call audio streams directly to your hearing aids. On iPhone 11 or newer running iOS 15.2 or later, calls are fully hands-free: the hearing aids' microphones pick up your voice, so there's no need to hold the phone. With CallControl, double-tap either hearing aid to answer or end a call.

On older iPhones, call audio still streams to your hearing aids, but you'll need to speak toward your phone so its microphone can pick up your voice.

FOR ANDROID



On newer Android phones that support Bluetooth LE Audio, calls are fully hands-free: call audio streams to your hearing aids, and the aids' microphones pick up your voice — no need to hold the phone. You can answer and end calls from your phone.

On other compatible Android phones, call audio streams to your hearing aids, but you'll need to hold the phone's microphone near your mouth to send audio.

PART 5: THE FIRST WEEKS

PART FIVE

First Few Weeks

Learn what to expect in the first few weeks while you're getting used to wearing hearing aids including:

- *How your hearing may change over the first weeks*
- *What is normal while adjusting*
- *What may require additional support*
- *When to contact Audicus for help*

If this is your first time wearing hearing aids, it may take a few weeks for you to adjust and feel comfortable with them. And that's completely normal! Some people may need 2-3 weeks to get accustomed to hearing aids but many people may need up to 6 weeks of regularly wearing their hearing aids to fully adjust.

Remember: Hearing aids won't return hearing back to normal or make your hearing perfect.

You may still find very noisy places difficult but hearing aids can still help significantly improve your quality of life. If something doesn't feel right, please let us know. We are always here to help!

WEEKS 1-2: GETTING ADJUSTED

You'll likely hear sounds you've missed, like birds singing and leaves rustling. You may also notice sounds you haven't heard in years, like the hum of a refrigerator or your own footsteps! Sounds will be amplified & more distinguished, like running water or your voice. Sensitivity to these 'new' sounds is normal and will go away with regular use.

WEEKS 2-4: SKILL STRENGTHENING

Once you've started to get accustomed to your hearing aids, start wearing them for longer and in more challenging environments, like restaurants or group conversations. You might feel tired afterwards at first but this is very normal! Your brain is working hard to process these 'new' sounds.

WEEKS 4-6: HEARING BETTER

After regularly wearing your hearing aids for 4-6 weeks, you'll likely feel well adjusted to the amplification and better hearing. Your hearing aids should feel more natural but if not, we're always here to help troubleshoot or fine-tune.

When hearing loss develops gradually, the brain becomes less accustomed to sounds slowly over time.

But with hearing aids, you'll suddenly be able to hear many of the background sounds you've been missing, all at once.



At first, the brain will notice and pay attention to everything which can feel pretty overwhelming. However, after a few weeks of regularly wearing your hearing aids, the brain adjusts and gets better at focusing on the important sounds & leaving the less important sounds in the background.

NORMAL

- *Your own voice, music and other people's voices sound louder or "different"*
- *Everyday sounds feel sharp or unfamiliar*
- *Mild tiredness after wearing them a while*
- *Awareness of background sounds you'd forgotten*
- *Taking a few weeks to feel natural*

NOT NORMAL

- *Pain or soreness in your ears*
- *Persistent whistling or feedback*
- *Sound that's muffled, distorted or cuts out*
- *Skin irritation, discharge or itching*
- *Dizziness, or ringing that's new, worsening, or in one ear only*

PART SIX

Troubleshooting

Find quick guidance for common issues and examples of when you should reach out for help, including:

- *What to do if sound is weak or missing*
- *How to address feedback or whistling*
- *When to contact Audicus Support*
- *How remote hearing aid adjustments work*

No Sound or Weak Sound?

PART 6: TROUBLESHOOTING

POSSIBLE CAUSE	TRY THIS
Not on or dead battery	Place the aids in the charging case, ensure the charging case is plugged in
Volume too low	Increase the volume with the smartphone app
Blocked with earwax	Clean the dome and replace the earwax guard
Microphone clogged	Clean with the brush. If it persists, contact us for help.

Reminder: Your aids can be adjusted remotely!

An Audicus audiologist can adjust your aids for you virtually through the app or a live video session, no clinic visits needed!

PART 6: TROUBLESHOOTING

POSSIBLE CAUSE	TRY THIS
Object near the hearing aid	Move objects or clothing away
Dome not inserted properly	Re-insert your hearing aid — see Part 3
Wrong size; poorly fitted dome	Try a different dome size — see Part 3

When to Contact Audicus Support?

Reach out for discomfort that won't resolve, persistent feedback or connection issues, for a remote adjustment or replacement supplies.

-  (917) 999-0705
-  Mon-Fri, 9 AM - 6 PM ET
-  help@audicus.com
-  audicus.com/support

PART SEVEN

Warranty & Device

Keep this section handy whenever you need to reference important details about your hearing aids, including:

- *Return and warranty information*
- *Audicus Protect coverage details*
- *Technical specifications*
- *FDA, safety and regulatory information*

PART 7: DEVICE INFORMATION

100% HAPPINESS GUARANTEE

If you're not satisfied, return your aids within 100 days of delivery for a full refund (if they haven't been modified, tampered with, damaged or repaired by the user). See audicus.com/returns

MANUFACTURER WARRANTY

All Audicus aids include a 24-month guarantee covering manufacturing defects. Void if modified, tampered with, damaged or repaired by the user. Aids must be cleaned before any repair.

AUDICUS PROTECT

The Audicus Protect plan is an insurance policy that protects your hearing aids for 36 months. Includes low-cost repairs, free Clean & Care and reduced-price loss replacement. This is an additional cost and must be purchased within 100 days at audicus.com/protect

PART 7: DEVICE INFORMATION

Use Your Hearing Aids All Day

The best way to ensure better hearing is to practice listening until you can wear your aid comfortably all day. Your hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from a physiological condition; hearing aids help you make better use of your residual hearing.

Possible Side Effects

If you experience discomfort, contact Audicus or your hearing care professional. In rare cases the device may cause accelerated accumulation of earwax, or the material may cause discharge, allergic reaction or other unusual condition. Seek a physician if these occur.

Warnings

If you are younger than 18, do not use this device; see an ear-nose-throat doctor. See a doctor if you have a deformity of the ear; an ear injury; blood, pus or fluid from the ear in the past 6 months; ear pain; excessive earwax or a foreign object in the ear; sudden dizziness; hearing that changed suddenly in the past 6 months or comes and goes; worse hearing in one ear; or ringing in only one ear. This hearing aid should not cause pain. If it causes pain remove it.

PART 7: DEVICE INFORMATION

Cautions

This is not hearing protection. Remove the device around overly loud sounds and use ear plugs instead. The output should never be uncomfortable or painful; turn down the volume or remove the device if it is. If a piece gets stuck in your ear, get medical help. Do not use tweezers or cotton swabs to try to get a stuck piece out.

Report to FDA

Report injuries or malfunctions (skin irritation, injury, pieces stuck in the ear, or suddenly worsening hearing) at [fda.gov/Safety/MedWatch](https://www.fda.gov/Safety/MedWatch) or 1-800-FDA-1088.



Regulatory & Technical Information

The Audicus Ray is manufactured by WSAUD, Denmark, made in Singapore & distributed by Audicus, USA. FCC ID: 2AXDT-RFM004. This device complies with Part 15 of the FCC Rules. Operation is subject to two conditions: (1) it may not cause harmful interference, and (2) it must accept any interference received, including interference that may cause undesired operation. Changes or modifications not expressly approved by Audicus may void the FCC authorization to operate this device. The crossed-out garbage bin symbol means the device must not be discarded as household waste; dispose of it at an electronic waste site or give it to your hearing care professional. The Bluetooth® word mark and logos are registered trademarks of Bluetooth SIG, Inc.; other trademarks belong to their respective owners.

PART 7: DEVICE INFORMATION

	Standard	Medium	Power
OSPL90 (dB SPL)	110	119	114
Full-on gain (50 dB SPL)	46	60	51
Equivalent input noise (dB SPL)	16		
Latency (ms)	<15		
Frequency range (Hz)	<100-8200		
Typical battery life (h)	18		

Radio Information: Integrated 2.4 GHz antenna; operation frequency 2.4–2.48 GHz; radiated power <2.5 mW; Bluetooth Low Energy radio supporting LE Audio and ASHA streaming.

Transport Conditions: Temperature –20°C to +60°C; humidity 0%–70%; pressure 50–106 kPa. Keep dry.

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

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