

AUDICUS

# The Clara

Hearing Aid  
Instruction Manual

Rechargeable

# Welcome!

We're thrilled to be part of your hearing journey

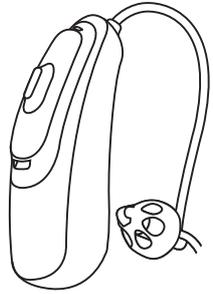
Please take a few minutes to review this guide  
to get the most out of your custom tailored  
Audicus Wave hearing aid

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

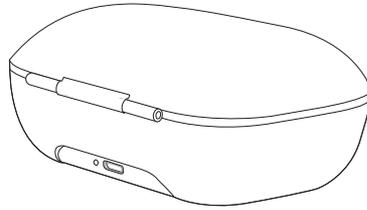
And remember, you're never on your own.  
Reach out anytime, for anything at all.  
(917) 999-0705 • [contact@audicus.com](mailto:contact@audicus.com)

# What's inside?

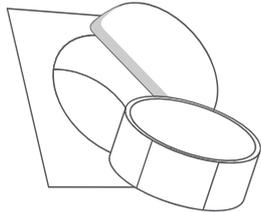
# Contents



hearing aid(s)  
located in the case



charging case



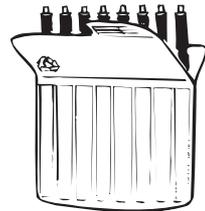
desiccant  
drying capsule



cleaning brush



dome variety pack  
– small, medium large  
(styles dependent on  
hearing loss)



earwax guards

Getting Started..... pages 6-13

Troubleshooting.....pages 14-15

Using The Clara..... pages 16-23

Optional Remote..... pages 24-25

Device Information.....pages 26-31

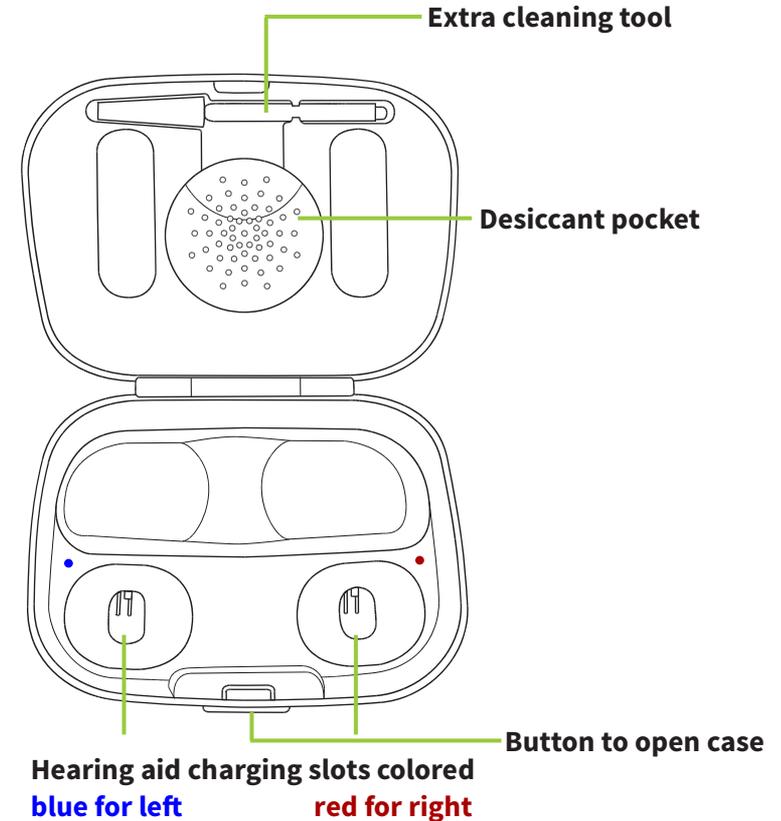
# Your hearing aid at a glance

- A Button and LED** – short press: volume change, long-press: on/off
- B Microphones** – where sound enters your hearing aid
- C Receiver wire** – connects receiver (speaker) unit to hearing aid
- D Dome** – grey hypoallergenic silicone cover on the receiver to hold the unit in place comfortably in the ear canal
- E Receiver** – amplifies the sound directly into the ear canal and contains the **earwax guard** in the tip
- F Charging pins** – short metal prongs to facilitate charging



# Charging case

Your hearing aid contains an **internal lithium-ion battery** that must be charged daily with the supplied **charging case** and **micro-USB cable**

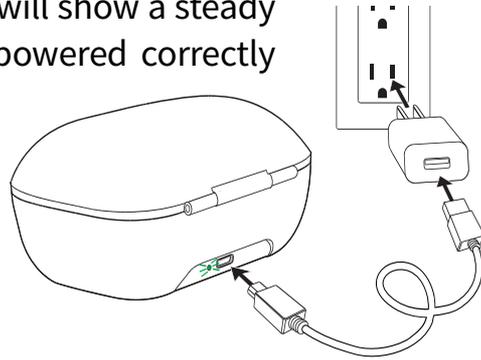


# Charging your hearing aid

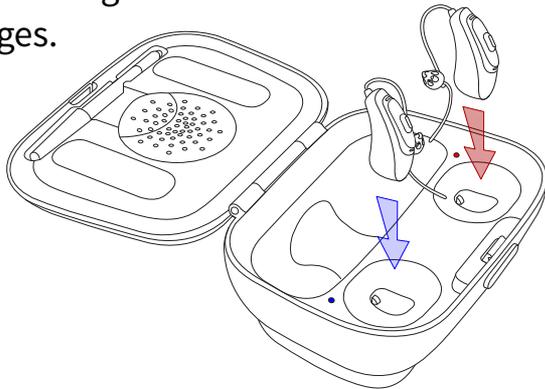
## Charge your device prior to first use

1. Power the charging case via the included USB cable

The charging case will show a steady green light when powered correctly



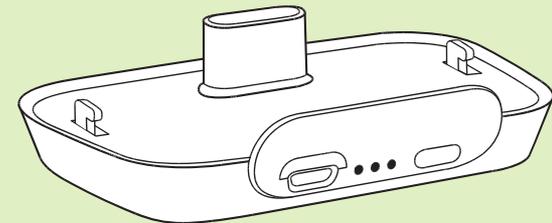
2. Gently insert your device into the charging case. Match the colored marker on the device to the indicator on the charging case. The LED light on the hearing aid will turn on while the device charges.



3. Hearing aid is charging when the LED slowly blinks green. **Solid green** indicates a full charge.
4. Hold the device by the plastic shell to remove  
**Do not pull the hearing aid by the wire as this may damage the device**
5. Your hearing aid will be **OFF when removed** from the charger. **Turn ON** by holding the button on each device until the button makes **one green blink**



- To keep your aids charged at all times we recommend purchasing an extra Charging Case or the **Power Pack**
- The **Power Pack** is an excellent accessory to keep your aids charging on-the-go: [audicus.com/powerpack](https://audicus.com/powerpack)
- Simply connect onto the bottom of the charging case
- The Power Pack charges via USB and provides up to one week of charging without plugging in



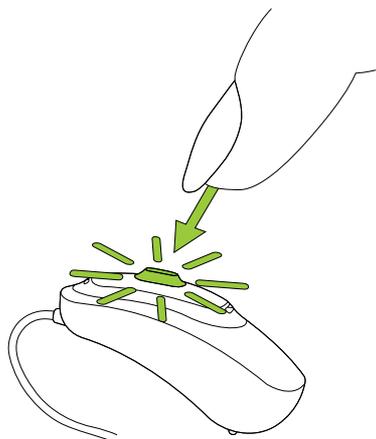
# Turning on / off

Your hearing aid will **automatically shut OFF while charging**.

The hearing aid will **remain OFF** when removed from the charging case

To manually turn the device **ON** or **OFF**: Press and hold the button **for 3+ seconds**

The LED light will **blink once** if the device is turning ON, or **blink twice** if turning OFF. A melody will play as the device turns on



## On

**ONE Green blink**  
and melody 🎵

## Off

**TWO Green blinks**

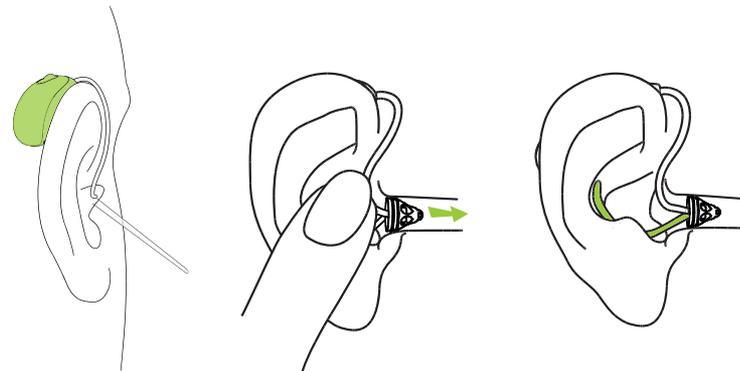
## Low battery warning



**2 beeps**  
30 mins remaining

# Putting on your hearing aid

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



1. We recommend using a mirror to practice. First, place the hearing aid body over the top of your ear
2. Pull down and back on your earlobe to ease insertion. Hold the wire near the dome and gently push the dome into your ear canal
3. Place the retention guard in your ear so it rests in the bowl of your ear. Trim the retention guard with scissors if too long or remove altogether if it is not needed

*Handle your hearing aid with care when placing in your ear. Do not pull on or bend the receiver wire as this may damage the wire or device*

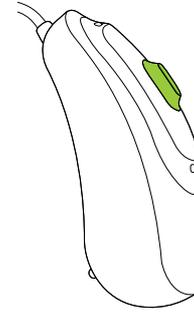
# Adjusting to your new hearing aid

Your hearing aid is programmed to 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 an additional variety pack of 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 feel of your hearing aid. Contact Audicus any time for guidance and tips for adjusting comfortably to your device
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 – Audicus offers **free reprogrammings** for the life of the device, just contact us

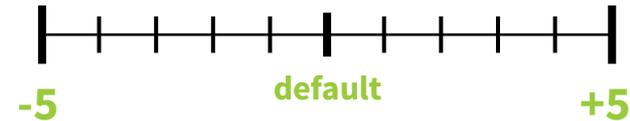
# Volume level



The device button controls the hearing aid volume. Both hearing aids are adjusted simultaneously. Turning off or charging will reset the device to the **default volume**

**Increase:** press button on the **RIGHT** hearing aid

**Decrease:** press button on the **LEFT** hearing aid



From the default volume you can adjust 5 steps up or down. When you hear a double tone, that means you've reached the max / min volume

*For single Clara customers: volume cycles from **default to +5***

The Clara will automatically adjust sound quality based on the environment with the standard **Auto-adapt/Universal** program. If you wish to access additional programs or change the volume via remote control see page "**Optional Remote**" for more information

# Troubleshooting

## Cause

## Remedy

### No sound or poor quality sound

Not turned on	See page “Turning on / off”
Low / dead battery	Place device in charging case
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

### LED light off while in charging case

Charger not connected to power source	Ensure the USB cable is plugged into the back of the charging case and into a powered outlet
Hearing aid not inserted correctly	See “Charging your hearing aid”
Dirty charging pins	Wipe device and charging case

### LED indicator fast blinking while charging

Faulty battery	Contact Audicus
----------------	-----------------

## Cause

## Remedy

### Two long beeps

Low battery	Charge device in charging case
-------------	--------------------------------

### Feedback / whistling

Hand or clothing near device	Move hand / clothing away from device
Poorly fitting dome	See “Finding the right dome”
Dome not inserted properly	See “Putting on your hearing aid”

### Hearing Aid won't turn on

Device needs to be reset	<ul style="list-style-type: none"><li>• Press and hold button for 20 seconds</li><li>• Put the device in the charging base for 30 seconds</li><li>• Remove, device should be reset</li></ul>
--------------------------	--

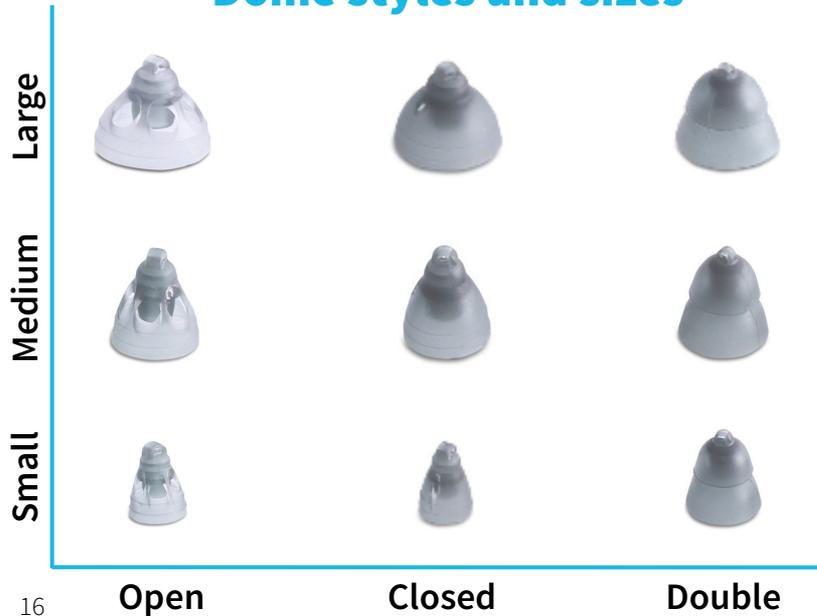
# Finding the right dome

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. 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

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

Record your **preferred dome size** and style here:

**Dome size**

**Dome style**



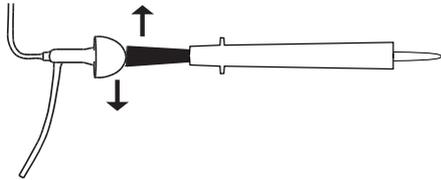
- Clean your domes regularly
- Replace old, brittle, discolored or damaged domes or if they pull off the hearing aid easily
- Earwax production is different for each person. Replace domes as needed, at least every 2–3 months
- Always ensure that a new dome is firmly attached to the receiver before inserting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

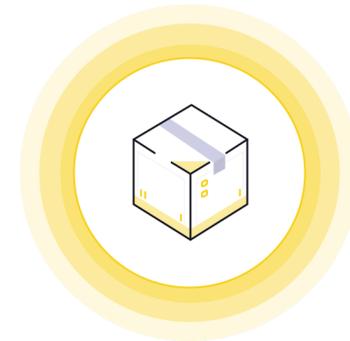


- Everybody's ears are different: you may need to clean your devices or replace components more frequently
- Never use cleaning agents such as detergent, soap, alcohol or bleach to clean your hearing aid
- Do not submerge your hearing aid or rinse your hearing aid under water

# Audicus Care

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

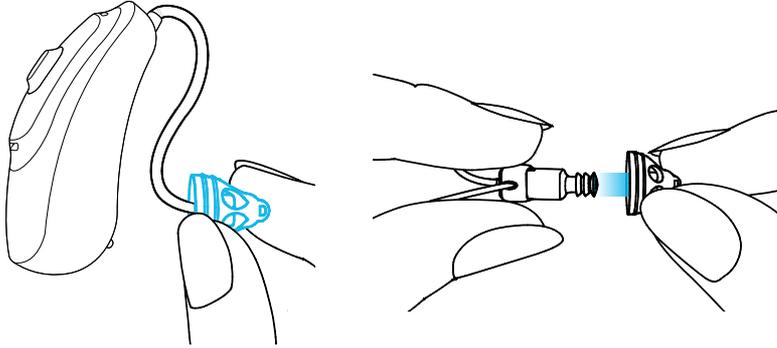
**Audicus Care** is the easiest way to get everything you need to maintain your Clara. Sign up and you'll receive an unlimited supply of domes, earwax guards, wipes, desiccant drying capsules and cleaning brushes conveniently delivered every 3 months or when requested. Never worry about running out of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



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

# 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

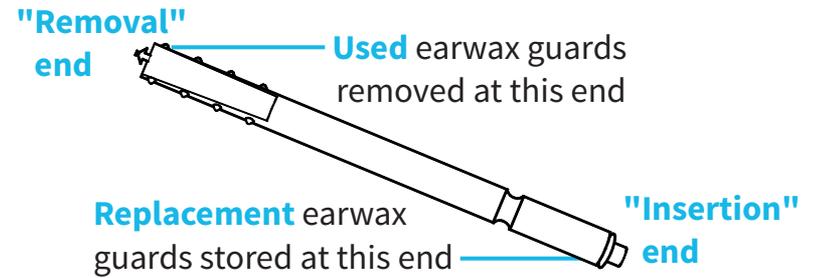


2. You now have access to change the **earwax guard**

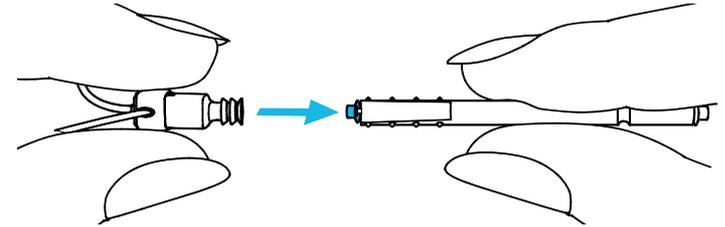
The earwax guard is a very small, white plastic filter inserted into the receiver tip. The earwax guard collects and prevents earwax from entering the receiver, which may impair or damage the device

Replace 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**

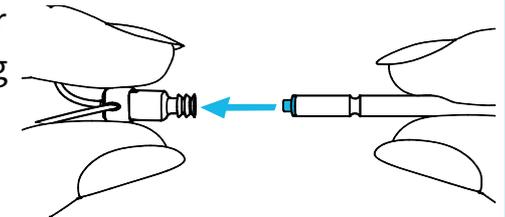
Your order comes with a small case containing 8 earwax guard sticks to remove and replace the guards



- A. 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



- B. 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

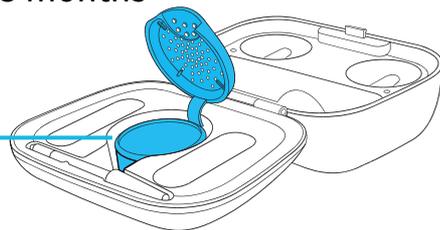


- C. **Reattach** the silicone dome onto the receiver and dispose of the old earwax guard and stick

# Protecting your aid

- Store your device in the charging case when not in use. Turn off when storing for extended periods
- Always store your hearing aid in its case, in a clean and dry environment
- 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
- Replace the desiccant drying capsule in the charging case every 2–3 months

Lift to access  
**desiccant pocket**

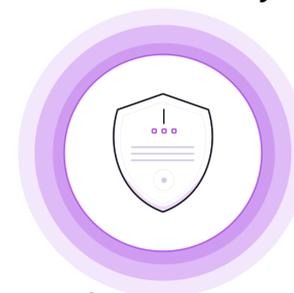


- Keep your hearing aid away from sources of high temperature. Do not leave your hearing aid in direct sunlight or wear while using a hair dryer
- Keep hearing aids away from children and pets

# Clean & Care, Repairs and Audicus Protect

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

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



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

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

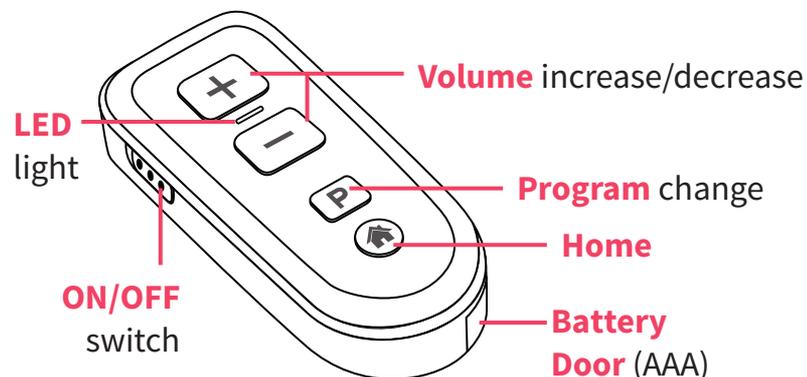
# Optional Remote

An optional remote can enhance your hearing aid experience and provide control of the sound programs. Audicus offers two remotes for the Clara:

- The **Classic Remote** for volume and program changes
  - Easy control of volume and programs in a convenient portable remote control
- A more advanced **Bluetooth Remote**
  - The Bluetooth Remote provides volume and program control in a small rechargeable device
  - The Bluetooth Remote comes with a TV Dock to allow streaming from a TV to your hearing aid
  - This remote can also act as a Bluetooth bridge between a smartphone and your Clara
  - Not all phones are compatible with Bluetooth. If you are interested in Bluetooth, please see [audicus.com](http://audicus.com) for information on direct-to-Bluetooth hearing aids

If you would like to purchase a Classic or Bluetooth Remote, please call or visit [audicus.com/accessories](http://audicus.com/accessories). Both remotes can be purchased after delivery.

# Using the Classic Remote



Turn ON your remote by sliding the **switch up**, and the LED light will **flash green** for 2 seconds. A **red flash** indicates low battery. To turn OFF, slide the switch down.

Volume can be changed with the "+" or "-" buttons.

Programs can be cycled with the "P" button. The number of tones 🎵 indicates the program selected.

Standard Programs:

- |                            |                |
|----------------------------|----------------|
| 1 🎵 Auto-adapt / universal | 3 🎵 Auditorium |
| 2 🎵 Conversation-in-noise  | 4 🎵 Telephone  |

# Returns and warranty

## The Audicus 100% happiness guarantee

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

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

## Manufacturer warranty

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

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

# FDA information

## Use your hearing aid all day long

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

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

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

## Possible side effects

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

# Technical information

The Clara is manufactured by Unitron Hearing, Canada and distributed by Audicus.

FCC ID: KWC-LDR IC: 2262A-LDR

Hereby, Unitron Hearing declares that this product meets the requirements of the Medical Device Directive 93/42/EEC and complies with Radio Equipment Directive 2014/53/EU.

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

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 equipment 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

## 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: Lower Limit =  $-20^{\circ}\text{C}$  ( $-4^{\circ}\text{F}$ ),

Upper Limit =  $+60^{\circ}\text{C}$  ( $+140^{\circ}\text{F}$ )

Humidity: Lower Limit = 0%, Upper Limit = 75%

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



The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by the manufacturer is under license. Other trademarks and trade names are those of their respective owners.



Keep dry



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

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

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

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

### Important notice for prospective hearing aid users

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

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

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

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

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

### Children with hearing loss

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



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