

# Audicus

Instruction Manual  
Oro



# Thank you for choosing Audicus!

We are excited for you to experience our hearing aids!

The Oro is our most powerful hearing aid. It offers high quality sound processing, wireless features, and an ergonomic shell design. In addition, it has:

- Receiver in Canal
- Improved speech recognition
- Superior feedback and noise reduction
- Sleek, award-winning design
- Volume control

The Oro is a sophisticated hearing aid programmed to your hearing loss.

If you have any questions, feel free to contact us at 844-616-7284 or [contact@audicus.com](mailto:contact@audicus.com)

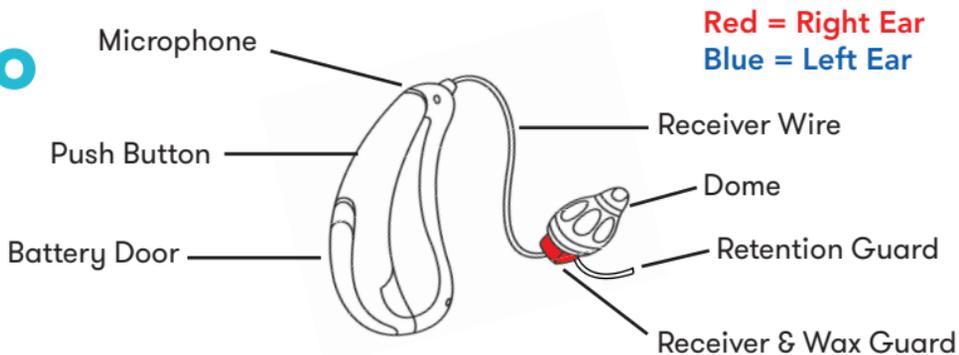


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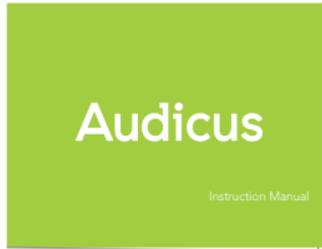
# What's Inside?

Oro

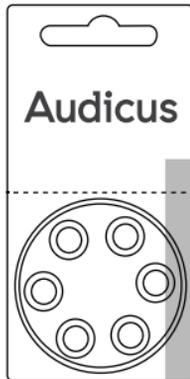


Component	Function
Microphone	Picks up sound for the system to process
Receiver	Amplifies the outgoing sound
Push Button	Changes volume
Receiver Wire	Connects the receiver to the system
Dome	Holds receiver in place and guides sound into ear
Wax Guard	Catches earwax to keep receiver clean
Retention Guard	Stabilizes hearing aid while in the ear

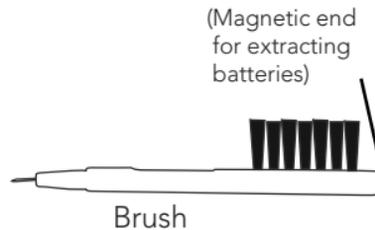
# What's Inside?



Manual



Size 312  
Batteries

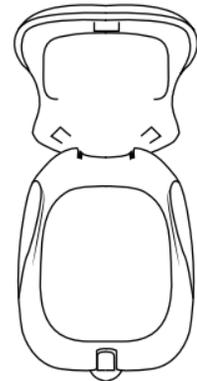


Brush



\* Number of domes will vary depending on your hearing loss

Ear Domes



Clam Shell



Wax Guard & Replacement Tool

# Adjusting to the Hearing Aid

## Fit Experience in the First Two Weeks

The first two weeks of owning your hearing aid are a crucial time for getting accustomed to the fit of your device. We recommend the following:

### 1. Find the right size Dome for YOU:

- Your device comes prefitted with a size **medium** dome. Also provided is a variety of domes to help you find the best fit.
- The dome should fit snugly in your ear canal like a cork in a wine bottle. If too loose, this can create a whooshing or whistling sound. This can be solved by using a larger dome size.

### 2. Decide if the Retention Guard helps

- The retention guard curls down, towards the back and into the outer bowl of your ear to keep the hearing aid in place. It's designed to provide extra stability, but many customers don't find it necessary.

For questions on adjusting/remove this piece, call us at 844-616-7284.

### 3. Adjusting to the comfort levels

- Some discomfort is normal in the first 1-2 weeks. Give us a call for some helpful tips and tricks to adjusting to the comfort of a hearing device.

# Adjusting to the Hearing Aid

## Sound Experience in the first 6 weeks

The first six weeks of owning your hearing aid are also a crucial time for getting accustomed to the sound of your device. We recommend the following:

### 1. Adjusting To Hearing Again:

- Adjusting to your hearing aids may take up to 4-6 weeks. You may hear sounds you haven't heard in years; initially sounds may be uncomfortably loud, tinny, or hollow.
- The best way to acclimate to your hearing aids is to wear them regularly until the sound quality is comfortable and you have adjusted to the new sounds you've been missing out on!

### 2. Reprogramming

- Audicus offers free adjustments for the life of the hearing aid. Most people don't require an adjustment, but it can help the sound clarity or amplification of the device. Give us a call if you feel your hearing aid needs an adjustment.

# Batteries

## Battery Use

When not in use (e.g., when asleep) open the battery compartment completely to preserve battery power. Please remove battery completely if the hearing aid will not be used for an extended period of time as it may leak and damage the device.

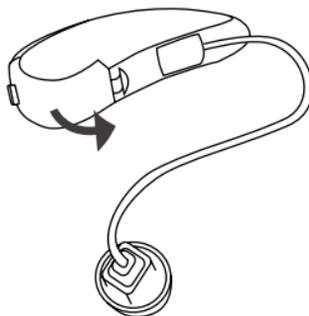
## Low Battery Warning

When your battery runs low, the hearing aid will emit continuous beeps.

## Battery Compartment

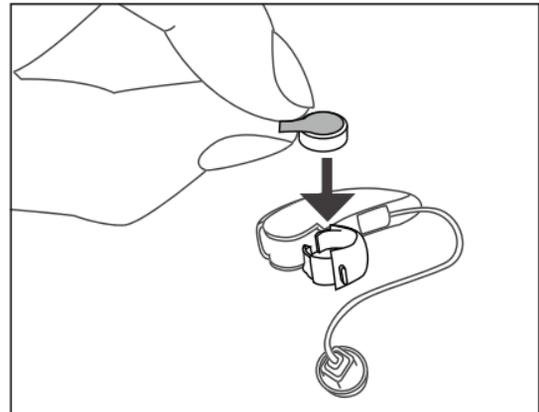
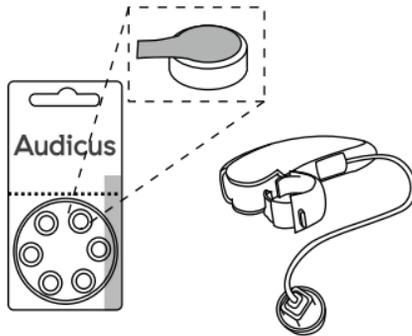
The battery compartment is at the back of the hearing aid. Gently pull the tab on the battery door until it opens.

Opening and closing the battery door does not require excessive force.



## Inserting the Battery

1. The Oro uses size 312 batteries. Place battery into battery compartment, with the sticker facing up. Please wait as long as 15 minutes for for battery to begin working after the sticker is removed.

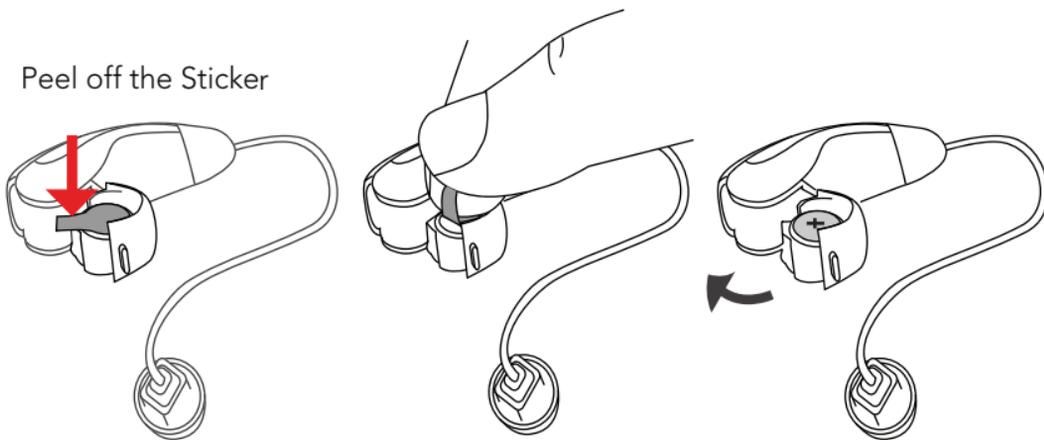


# Batteries

## Inserting the Battery

2. Take off the sticker from the new battery. This activates the battery. Please wait as long as 5 minutes for battery to develop full output.
3. Close the battery compartment completely. Your hearing aid is now ON.

Peel off the Sticker



## Battery Safety

Batteries contain harmful substances that pollute the environment:

- Do not dispose of batteries in household trash.
- Dispose of batteries according to federal and local regulations.
- Never attempt to recharge batteries that are not rechargeable as this could result in an explosion.
- Keep batteries away from sources of high temperature.
- Keep batteries away from children and pets.
- Do not carry batteries loose in your pocket or purse.
- Do not place batteries in your mouth; if swallowed, consult a physician.

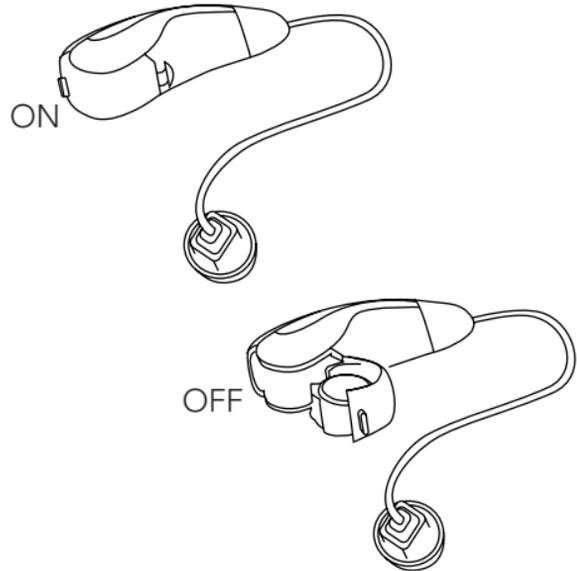
# On/Off

## Switching Your Hearing aid ON / OFF

The Oro can be switched ON or OFF through its battery compartment. When the battery door is closed, the hearing aid is ON.

When the battery door is fully open, the hearing aid is OFF.

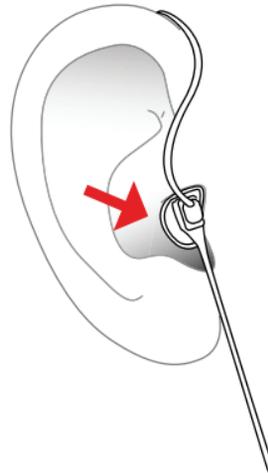
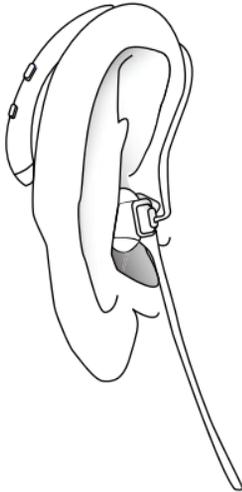
When the hearing aid is not in use, open the battery compartment in order to preserve battery power.



# Wearing the Hearing Aid

The Oro can be inserted in 3 steps:

1. **Place the hearing aid over the top of your ear,** so that the hard casing is behind your ear and the wire is in front.
2. **Push the dome into your ear** until it sits comfortably in the canal and the wire lies flat against the side of your head. The dome should be snug inside the ear canal. You should not see it if placed correctly.



# Wearing the Hearing Aid

## 3. Place the retention guard into the bowl of your ear.

If retention guard is too long, remove dome and pull it off/cut it.



**To remove your hearing aid** hold the wire and gently pull the dome out of your ear canal.

# Wearing the Hearing Aid

## Considerations

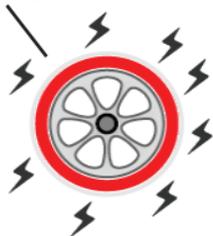
Handle your hearing aid with care when placing it in your ear. If it does not feel comfortable, do not attempt to alter the shape of the tube or casing. Always wear the hearing aid with the dome fully attached.

Do not use broken domes. If a dome becomes lodged in your ear, contact a medical professional for removal. If you feel physical discomfort or experience irritation, contact Audicus and/or a hearing professional.

Sizing: Must Seal the Canal ⚡ = whistling

1. Too much space between dome and canal

space between canal and dome



2. Space between dome and canal is reduced but still leaks out sound



3. Dome fits properly and seals the canal



# Wearing the Hearing Aid

## Domes and Receivers

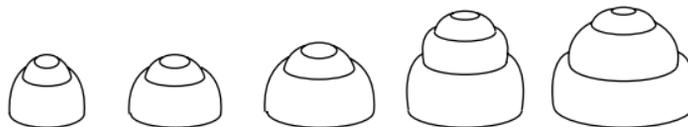
Domes should be replaced every 2-3 months due to normal wear and tear.

Replacement domes can be ordered from [Audicus.com](https://www.audicus.com)

The receiver may last the life of the hearing aid if proper care is taken. The receiver has a one year manufacturer warranty. The receiver can only be replaced by Audicus.

About domes:

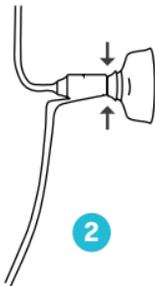
- Always ensure that a dome is properly attached to the receiver.
- If the dome remains in your ear, have it removed by a medical professional.
- Replace dome if it breaks or every 2-3 months.
- Insert the receiver with the dome carefully and not too far into the ear.



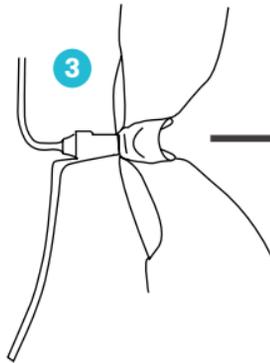
# Wearing the Hearing Aid

To Remove the Dome:

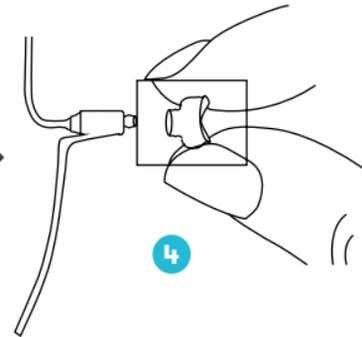
Flip the dome



Pinch where the dome meets the tube



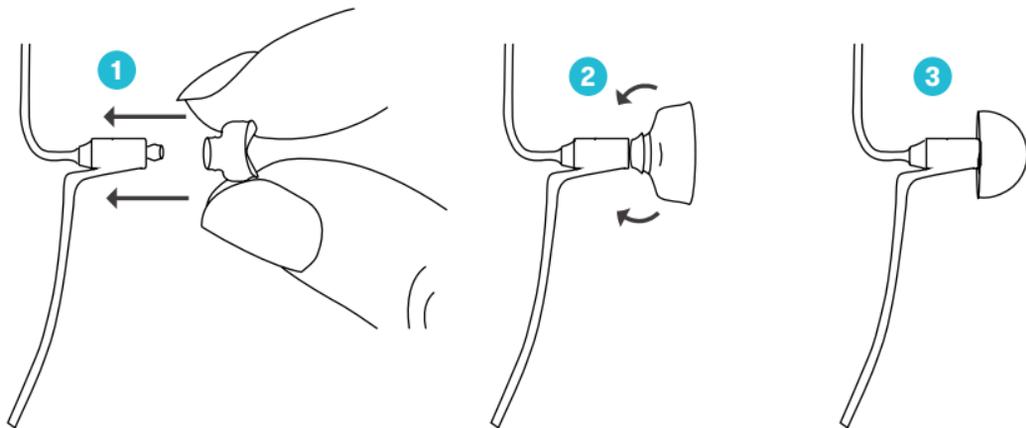
Pull with some force



# Wearing the Hearing Aid

To Attach the Dome:

1. **Place new dome** over the receiver.
2. **Press until the dome attaches** onto the receiver.
3. **Make sure that the ear dome is securely fastened.** You should be able to tug it slightly without removing it.



# Volume Adjustment

The volume of your Oro hearing aid can be adjusted. Every time the unit is turned ON the volume will reset.

The volume can be controlled with the button on your Oro or a remote:

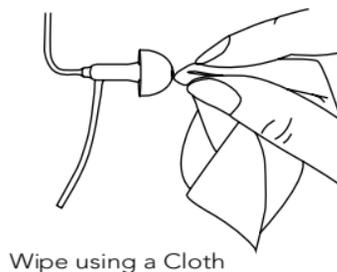
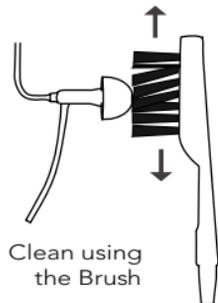
<b>Configuration</b>	<b>Push Button</b>
Single Oro	Volume up: cycles through +1 to +5 louder, then resets
Pair of Oros	Right button: volume up to +5 louder Left button: volume down to -10 softer
Remote Control	You can purchase an optional remote. See: Remote section of manual for details.

If you have a single Oro, you can cycle between default volume and 5 louder steps using the push button. After the loudest step, your Oro returns to default volume.

If you have a pair of Oro's you can go up 5 steps in volume with the right push button from the baseline and down 10 steps with the left push button. When you hit the highest or lowest volume, you'll hear a double tone.

# Cleaning

Earwax build-up can cause diminished sound quality. We strongly recommend cleaning the device daily for the best sound clarity! Domes should be replaced every 2-3 months due to regular wear and tear.



Clean domes immediately after removing the hearing aids to prevent earwax from hardening. Remove earwax with a soft tissue. Keep hearing aid dry and clean at all times. Do not submerge it in water or cleaning solution. Hearing-aid-safe wipes are available for purchase at [Audicus.com](https://www.audicus.com)

Audicus provides a Clean & Care service available at [Audicus.com](https://www.audicus.com)

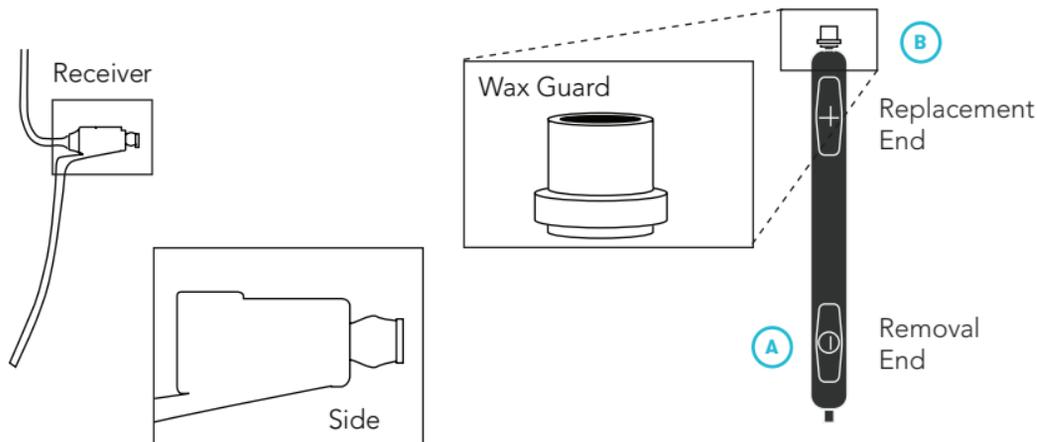
Never use domes worn by someone else or if dirty, torn, or disfigured. Only use original domes and receivers provided by Audicus.

# Replacing the Wax Guard

For proper functioning of the hearing aid, clean the wax guard with the enclosed brush. Replace wax guard as needed every 2-3 months.

You will occasionally have to change the wax guard when the hearing aid appears to be dead or weak.

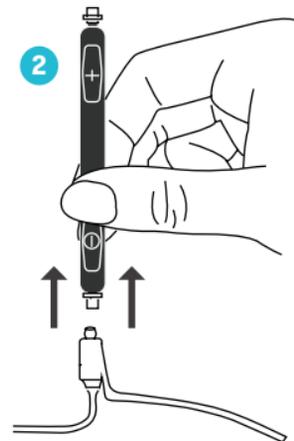
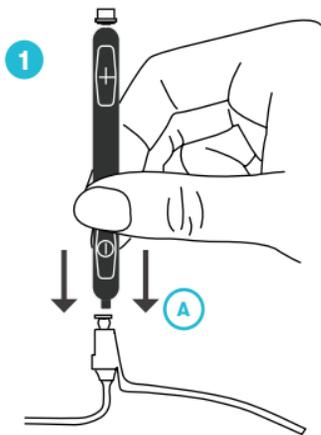
Identify the receiver and wax guard replacement tool.



# Replacing the Wax Guard

To Replace the Wax Guard

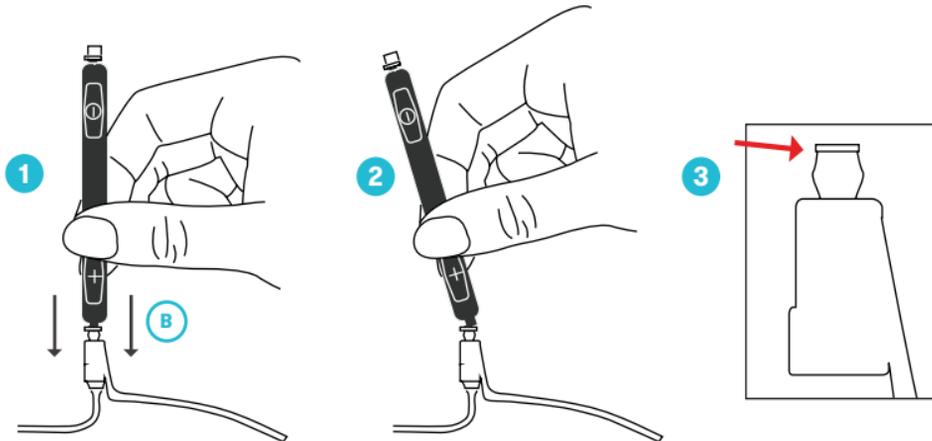
1. **Insert the Removal End (-)** of the tool into the used wax guard.
2. **Pull the wax guard out.**



# Replacing the Wax Guard

Inserting the new Wax Guard:

1. **Insert the new wax guard on the replacement end (+)** of the tool into the receiver. The tool may not fit if there is excessive wax buildup. Please replace every 2-3 months.
2. Once firmly inside the receiver, **tilt the tool** to leave the wax guard inside the receiver.
3. Wax guard should be **flush in the canal tip**.



# Volume Remote

## Volume Remote

The Oro hearing aid can be controlled by a remote to enhance the way you use and experience your hearing aids. Audicus offers two remotes: A Basic Volume Remote or a more advanced Bluetooth Remote (Bluetooth is only available for the Enhanced Clarity Oro).

If you would like to purchase a Basic or Bluetooth Remote, please contact us at 844-616-7284 or [contact@audicus.com](mailto:contact@audicus.com)



# Basic Volume Remote Overview



<b>Feature</b>	<b>Function</b>
Power Switch	Turns remote on or off
Volume Buttons	Increases or decreases volume
Program Button	Cycle through programs upward
Home Button	Default to program 1
LED Indicator Light	Indicates status of remote

# Getting Started with the Remote

Your remote takes a single AAA battery.

Turn on your remote by sliding the switch up.

To turn off, slide the switch down.



LED Indicator Light	Status
Green	Battery OK
Red	Low battery (<10%)
Green for two seconds after switching on	Ready to use
No light after pressing button	Dead battery
Flashes Blue	Full Battery

# Remote Programs / Volume

## Changing Programs

The Oro has four programs: Smart Everyday, Speech in Noise, TV & Loop. If you have a remote you can press the "P" button on your remote control to access each program. The number of beeps you hear upon pressing the "P" button corresponds to the program number. See below:

Program 1 - Smart Everyday (1 beep)

Program 2 - Speech in Noise (2 beeps)

Program 3 - Television (3 beeps)

Program 4 - Telecoil / Loop System (4 beeps)

- The Smart Everyday program is an auto-adaptive setting in which the hearing aid detects your environment and provides appropriate amplification based on those sounds around you.
- The Speech in Noise program can be used in loud rooms or noisy environments to block out sounds around you and focus on speech.

# Remote Programs / Volume

- The Television program is ideal for watching television or for use with other electronic devices.
- The Telecoil / Loop program can be used in places like auditoriums or theaters which have a loop system enabled. This pairing allows your hearing aid(s) to amplify sounds streamed directly from the venue.

Audicus can also swap out additional programs, such as a Music program to listen to music, Outdoor program, or other environmental programs, to help in specific situations. This is at the user's request, and is no charge as part of your Unlimited Tune Ups for life.

## Changing Volume

Press the "+" or "-" button to increase or decrease the volume. When you have hit the highest or lowest volume setting, you will hear a double beep indicating there are no more adjustments to make. From baseline, you can increase the volume 5 notches louder, or decrease it 10 notches softer. When you turn the device on/off, it will default to baseline.

# Remote Troubleshooting

Issue	Cause
Light not illuminating	Remote is off
	Dead battery
	Battery inserted incorrectly
Hearing aids do not respond	Remote is out of range
	Hearing aid battery is dead

**NEVER** connect the remote to USB cable. The USB port is used with a proprietary software used to pair it with the hearing system.

# Maintenance and Use

If properly maintained your Oro hearing aid will operate for many years. Here are some tips to help maintain your device:

## Moisture

Moisture is one of the main causes of hearing aid failure. Protect your aid from moisture at all times.

Never wear your hearing aid in the shower, bath, sauna or while swimming.

Always keep the aid protected when out in the rain.

If the hearing aid becomes wet, remove the battery and ensure the aid is dry before using it again.

Never subject your hearing aid to hairspray, sunscreen, aftershave, perfume, gel, cream or other cosmetic/medical products.

In areas of high humidity, periodically remove the hearing aid and put it in a warm place to dry out.

We recommend regularly drying your hearing aids. You can purchase a sanitizing UV Dry Box from [Audicus.com](http://Audicus.com)

# Maintenance and Use

## Temperature

Keep your hearing aid away from sources of high temperature.

Do not wear your hearing aid when using a hair dryer.

Do not leave your hearing aid exposed to direct sunlight for an extended period of time.

## Storage

Always remove the battery from the hearing aid when not in use for extended periods.

Always store your hearing aid in its case, in a clean and dry environment.

Keep your hearing aid away from children and pets.

Consider purchasing a UV Dry Box for storage from [Audicus.com](http://Audicus.com)

# Maintenance and Use

## Other

Do not allow others to use your hearing aid.

Do not wear a hearing aid during an X-ray or MRI scan, when exposed to strong magnetic field, high frequency field, or shortwaves.

Electromagnetic field may impact the operation of a hearing aid.

Do not alter or attempt any repairs on the hearing aid, as it will void the warranty.

Do not place your hearing aid in the microwave.

In some countries, restrictions on the use of wireless equipment may apply; consult local authorities for more information.

**WARNING:** Choking hazard—small parts.

# Technical Information

The Oro is manufactured by Hansaton Akustik GmbH Germany and distributed in USA by Audicus.

FCC-ID: WU7-WL002BTE

Operating frequencies:  $F_c = 3.28$  MHz

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following 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 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 equipment 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.

# Returns and Warranty

## The Audicus 100% Happiness Guarantee

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

Note that we will not be able to maintain this guarantee if the hearing aid has been modified, tampered with, damaged or repaired by the user. Please see the return instructions on the Audicus website.

## Manufacturer Warranty

All our hearing aids come with a full 12 month manufacturer guarantee that covers manufacturing defects. The guarantee will not be valid if the hearing aid has been modified or damaged by the user, or if the serial number has been altered, or if repairs have been made without the consent and knowledge of Audicus.

If your hearing aid stops functioning correctly please contact us at [Audicus.com](https://www.audicus.com), [contact@audicus.com](mailto:contact@audicus.com) or 844-616-7284

## **Use your hearing aid all day long**

The best way to ensure better hearing is to practice listening with your hearing aids until you are able to wear them 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 aid will not prevent or improve hearing impairment resulting from a physiological condition. Hearing aid 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, see your audiologist or hearing care professional immediately for modification of the hearing aid or earmold at the point of irritation. A hearing aid or earmold 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 Care Professionals**

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:

# FDA Information

## **Warning to Hearing Care Professionals (continued):**

- (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.

Your hearing care professional can answer any questions you may have about the identifying code on your hearing aid.

# Warnings and Side Effects

## Magnets

Magnets may interfere with medical devices (e.g., pacemakers and magnetic valves).

Use magnet only if confident of safe distance, e.g., 4 in. (10 cm) of pacemaker.

Keep magnets away from children; if swallowed seek medical attention immediately.

Magnets can disturb electrical devices and delete stored data.

Keep magnets away from computers, color monitors, television sets, smartphone screens, video and audio discs, and other electronic equipment/devices.

## Functionality

Your hearing aid has been set up so that changes in volume and programs are synchronized.

One remote can be coupled with a single or a pair of aids. If hearing aids are controlled by someone else's remote, please contact Audicus.

If you purchase a single aid and decide to order a second, you must send back the unit so that the aids can be coupled and synchronized; also include the remote control.

If you purchase a remote control after initial purchase, you must send the aid(s) back to Audicus so that they can be synchronized.

The performance of Bi-com/i-com 2 (the coupling technology) may be affected by electromagnetic interference, e.g., from a computer monitor or halogen lamp system controlled by a switching power supply.

# Warnings and Side Effects

## Other Warnings

Audicus hearing aids are intended to improve hearing of hearing impaired persons. Diagnosis of hearing loss and prescription of hearing aid must be performed by a hearing health specialist (e.g., ENT specialist, audiologist, or hearing professional). They are not intended for anyone under 18 years of age.

Do not use your hearing aid or remote control in potentially explosive environments.

If you experience dizziness, drainage or bleeding from the ear, or sudden hearing loss, see your physician immediately.

Consult a licensed physician if you have ear canal blockage, a lasting ear infection or a plugged up feeling.

Consult a licensed physician if you have ringing in one or both ears within the last 90 days.

Keep hearing aids out of the reach of children and pets.

Hearing aids should be used only as directed and adjusted by your trained hearing aid professional.

A hearing aid may stop functioning, e.g., if the battery goes dead. You should be aware of this possibility, in particular if you are in traffic or otherwise depend on warning sounds.

Do not switch hearing aids between ears or allow others to wear or use your hearing systems.

Do not insert aid if foreign object is inside ear canal. If dome is stuck inside canal, seek a medical professional immediately.

Hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic compounds.

In most cases, infrequent use of a hearing aid does not permit user to attain full benefit from it.

The use of the hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lip reading.



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