

# Ven™

by audientes

quick start guide



Let the world in

# General information

## Intended use

Ven is intended to be used as a hearing aid for individuals 18 years of age or older with perceived mild to severe hearing loss.

You can fit Ven according to your individual hearing loss needs, without prior access to a hearing test and hearing care professionals. You can do this by running a hearing test (on the device or via the Audientes app) and by manually adjusting sounds using the headset.

Ven is intended for sale directly to the consumer without the assistance of a hearing care professional.

If you experience any of the following while using Ven, you should contact a healthcare professional in response to:

- Pain or discomfort in the ear;
- Sudden onset or rapid worsening of tinnitus (ringing in the ear);
- Redness, swelling or itching on skin areas in contact with the device;
- Sudden or rapid progression in hearing loss; and/or
- Ear infection or active discharge from one or both ears.

It is good health practice for people with hearing loss to have a medical evaluation by a licensed physician (preferably one specializing in ear health) before starting to use a hearing aid. This will ensure that any medical conditions affecting your hearing are identified and treated.

## **Software updates**

Audientes will regularly release software updates for Ven. These updates will automatically be made available in the Audientes app. If you do not have a smartphone, you can get the latest software update from (1) where you purchased your device or (2) an authorized Audientes dealer. To find the dealer nearest you, visit [www.audientes.in](http://www.audientes.in).

## **Smartphone compatibility**

The Audientes app is compatible with:

- Android phones running version 7 or later, with at least 2GB of RAM.
- iPhones running iOS 13.0 or later.

## **Annual service**

Audientes recommends that you have your Ven headset serviced once a year at an authorized Audientes dealer.

## **Customer service**

If you have questions about your Audientes product or if you need technical assistance, please send an email to [support@audientes.com](mailto:support@audientes.com).

## **Contact Audientes**

Audientes HQ  
Teknikerbyen 5  
2830 Virum  
Denmark

**Audientes India Pvt. Ltd.**

Trendz Hub, 2nd Fl., H.No. 1- 89/A/8

Plot no. 8, Survey No. 31 to 36

Madhapur village

Ranga Reddy District

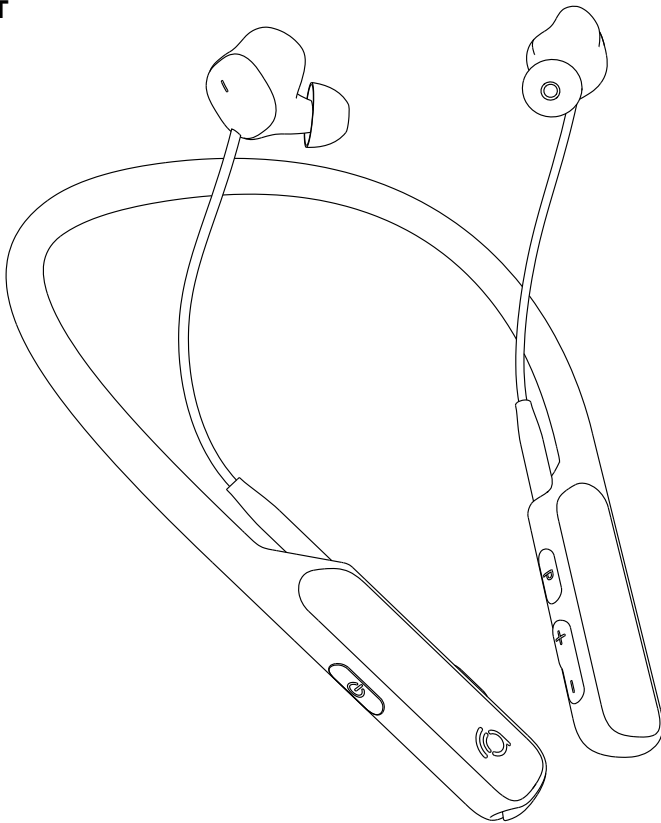
Hyderabad – 500081

Telangana, India

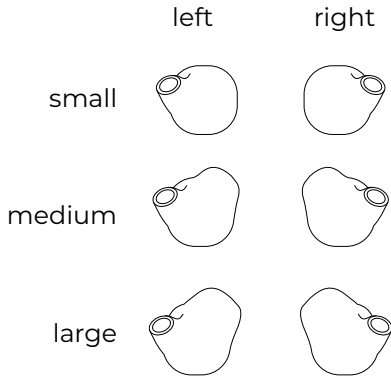
Download the full user guide and see a complete list of consumer warnings and precautions at <https://audientes.in/pages/user-guides>.

# What's in the box

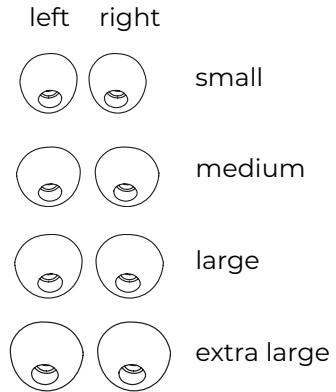
## HEADSET



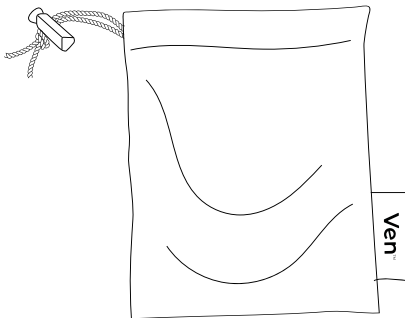
## SILICONE EARSLEEVES



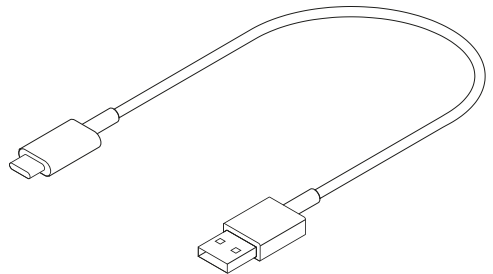
## SILICONE EARTIPS



## TRAVEL POUCH



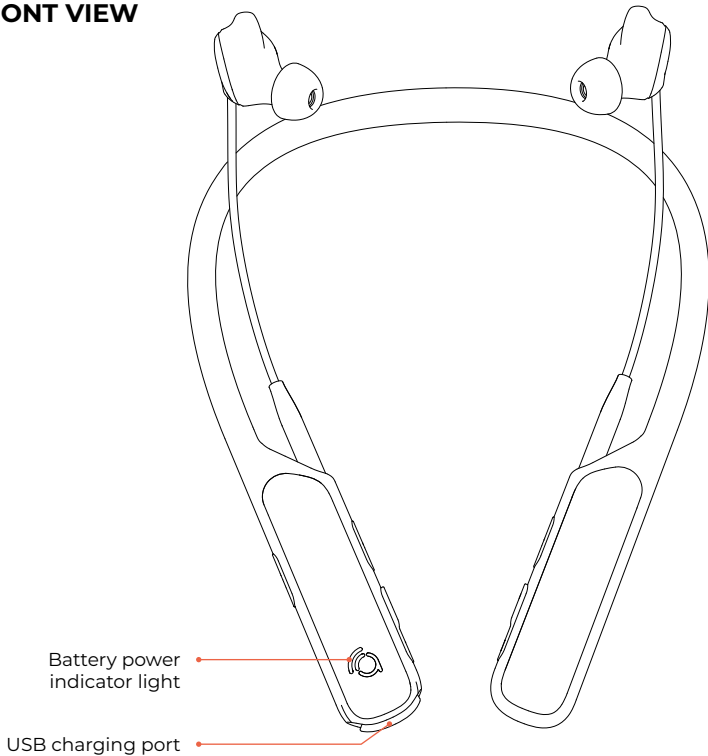
## USB CHARGING CABLE



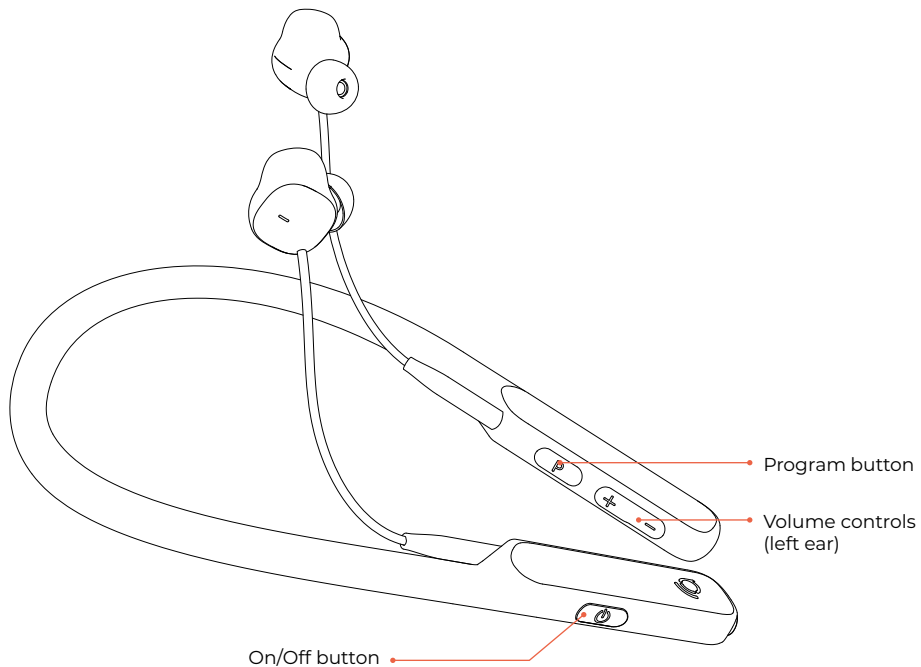
# Getting to know Ven

Everything you need to hear the world around you is built into the Ven headset:

## FRONT VIEW

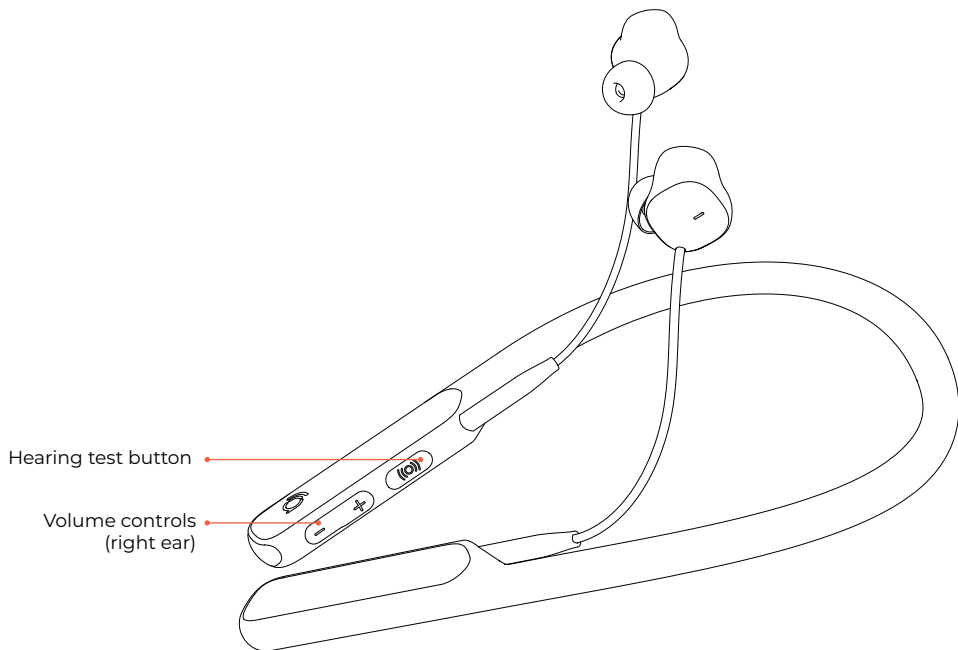


## RIGHT SIDE VIEW





## LEFT SIDE VIEW

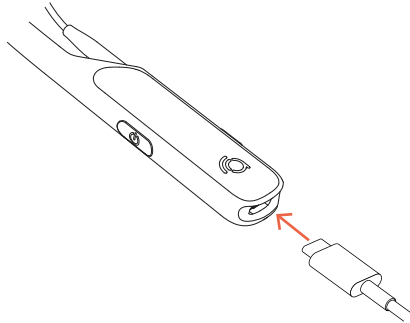


# Setting up Ven

## CHARGING THE HEADSET

Before using your Ven, you will need to charge it.

- 1** Plug the smaller end of the USB charging cable into Ven's USB port.

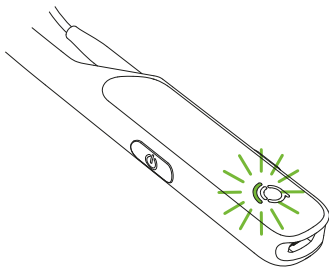


- 2** Plug the larger end of the USB charging cable into a standard USB wall adapter [5W/5V/1A] (not included).

# How to set up Ven

## CHARGING THE HEADSET (CONTINUED)

- 3 Plug the wall adapter (not included) into an electrical outlet.
- 4 When Ven is fully charged, its indicator light will turn green.



# How to set up Ven


## FINDING THE RIGHT EARTIPS & EARSLEEVES

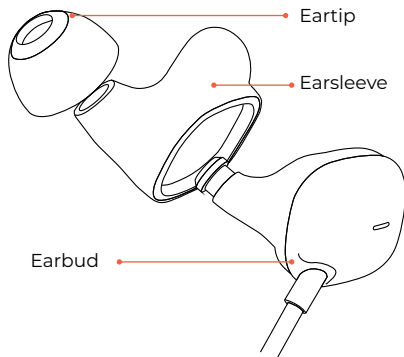
Your Ven hearing aid comes with four eartip sizes: small, medium, large and extra large, as well as three earsleeve sizes: small, medium and large.

Right now, your Ven hearing aid has the medium earsleeves and the medium eartips attached to it. If this size doesn't fit your ear, you can try the smaller or larger sizes.

The earpiece should sit comfortably inside your ear. It shouldn't be too tight or too loose.

## TURNING ON VEN

Once the headset is fully charged, you're ready to start using it. To turn the Ven On, press and hold the  button (see page 8).



# How to set up Ven

## DOWNLOAD THE AUDIENTES APP

To utilize the full feature-set of Ven, it is essential that you download the Audientes app. When opening the Audientes app, it will automatically upload the newest firmware to you Ven. Please follow the instructions in the app.

Use the app to:

- 1 Perform your hearing test.
- 2 View your audiogram (i.e. the results of your hearing test).
- 3 Switch between different hearing programs (see the user manual for more information).

To get the app, scan the QR code below (using your smartphone camera) or download it from the Google Play or App Store.



# How to set up Ven

## TAKE YOUR HEARING TEST

When you first start to use Ven, you'll need to complete a hearing test. Make sure you're in a quiet place before you start the test. There are two ways to take the hearing test:

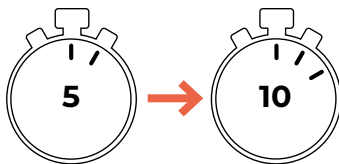
- A** Use the Audientes app.
- B** Use your Ven headset.

### **A - Using the Audientes app**

After you've downloaded the Audientes app (see page 13 for more information), open the app on your smartphone. Follow the on-screen instructions to take your test.

### **B - Using Ven**

Follow the instructions provided in the next section of this guide (see page 15). The hearing test usually takes less than 10 minutes to complete. In some special cases, it can take up to 30 minutes.

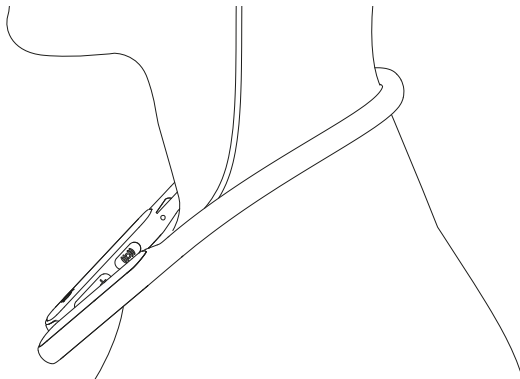


# How to set up Ven

## TAKE YOUR HEARING TEST (CONTINUED)

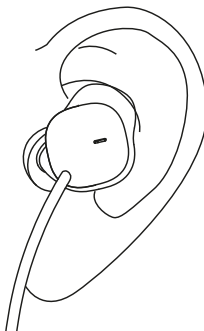
### B - Using Ven

1



Place the headset around your neck (1) and insert the earpieces in both of your ears (2).

2



# How to set up Ven

## TAKE YOUR HEARING TEST (CONTINUED)

### B - Using Ven

- 1 Press and hold the ((O)) button (see page 9) for at least one second.
- 2 When the hearing test begins, you will hear a tone in one of your ears. Each time you hear the tone, quickly press any button on the headset.
- 3 The hearing test is finished when you have completed the test in both ears. You'll know that the hearing test is complete when you're able to hear the world around you. A tone will also play to let you know you've successfully completed the hearing test.

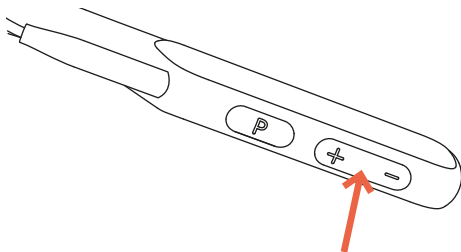
NOTE: If you need to stop the hearing test before it's finished, press and hold the **P** button (see page 8).



# Using Ven


Once you've completed the hearing test, Ven is ready to use. Here are a few tips for using your hearing aid:

- 1 Adjusting the volume.** Use the volume buttons to adjust sound levels for each ear.



- 2 Choosing an audio program.** Ven features a variety of programs that are designed to help you hear clearly in different situations. Press the **P** button to cycle through customized programs.

# Using Ven

- 3 Charging Ven.** The magenta indicator light (see page 11) will flash when you need to charge Ven. You can always check your battery level by quickly pressing the  button.

## BATTERY STATUS

If the indicator light is:	You have:
<b>Green</b>	More than 50% battery level
<b>Yellow</b>	Between 20-50% battery level
<b>Magenta</b>	Between 5-20% battery level
<b>Magenta flashing</b>	Less than 5% battery level