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RxHearingAids

**AudixPro™**

RECHARGEABLE

Reconnect with Life®

Phone

Toll-free 1-888-818-1388

**USER GUIDE**

**Introduction**

Thank you for purchasing your AudixPro hearing aids. We care deeply about people with hearing needs and work closely with healthcare professionals to provide advanced, purpose driven hearing solutions available to everyone.

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**Identifying Left and Right Hearing Aids**



LEFT hearing aid has a **BLUE** marking on tip of tube.



RIGHT hearing aid has a **RED** marking on tip of tube.

**1) Charging the Power Pack Case**

Before first use, **fully charge the lithium power pack case for 3 hours.** The LED next to the USB plug will indicate when charging is complete. Once the case has been fully charged it is completely portable and can fully charge your hearing aids up to 4 times.



Provided USB-C cable

## 2) Charging Your Hearing Aids

To charge your hearing aids, **remove battery tabs and place them firmly into the charging case as shown.** The LED lights will illuminate indicating proper charging. When the lights turn off, your hearing aids are fully charged and ready for use.

3 Hour charge = 35 Hour usage

### LOW BATTERY WARNING!

Multiple beeps while in use indicates a low battery and devices will need charging.



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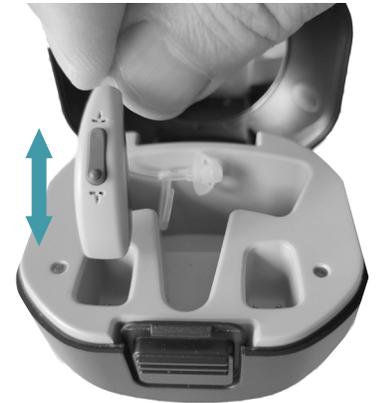
## 3) Automatic ON/OFF Feature

Your AudixPro hearing aids come with a convenient automatic On/Off feature.

**There is NO switch on the hearing aids.** When you lift the device from the case it automatically turns ON,

### Power on Delay

Once removed from the case, your devices will take up to 10 seconds to turn on.



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## 4) Choosing Your Ear Tips

There are 4 tips; small, medium, large and double dome sizes. **Start with the medium size; if too tight change to smaller size; if too loose, change to larger size.**

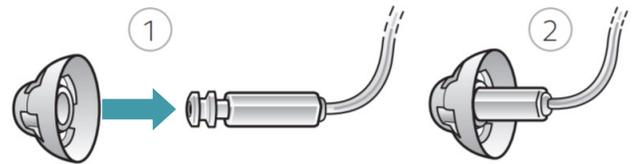
**We recommend starting at low volume, then gradually raising volume to your comfort level.** If you experience whistling (feedback), change to larger tip, reduce volume.



TIPS SIZES

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## 5) Installing Ear Tip

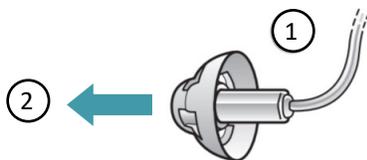


**Follow these steps to mount the ear tips:**

1. Push the Ear Tip over ribs flange on the sound tube.
2. Make sure the ear tip is properly and securely mounted.

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## 6) Removing the Ear Tip

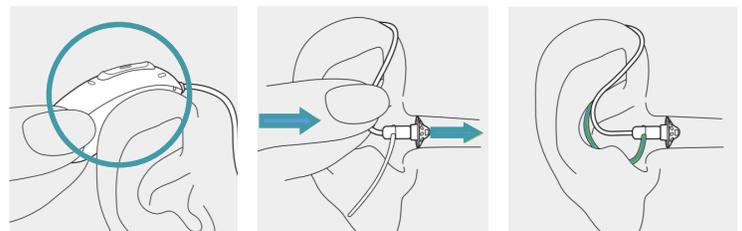


**Follow these steps to remove the ear tips:**

1. Firmly hold the tube with one hand.
2. With your other hand, pull ear tip until removed.

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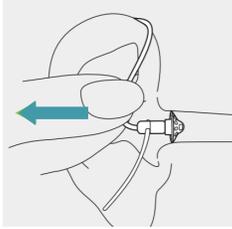
## 7) Placing on Ear



1. Place the hearing aid behind your upper ear.
2. Insert the earpiece into your ear.
3. Tuck the retention line into the bowl of your ear to

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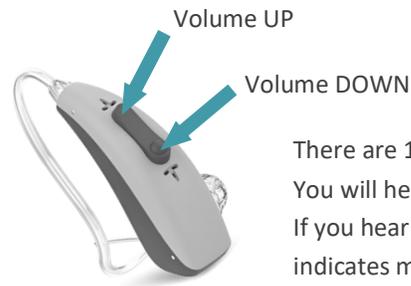
## 8) Removing from Ear



Pull on the retention line or the bend of the tube and remove the hearing aid from behind the ear.

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## 9) Adjusting the Volume



There are 10 increments in volume. You will hear a single beep for each. If you hear 3 consecutive beeps it indicates maximum or minimum volume levels.

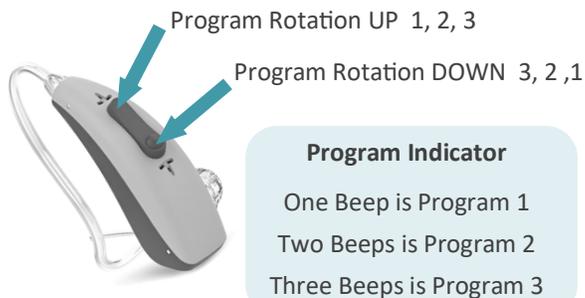
**PRESS rocker button UP or DOWN to change volume Level.**

**NOTE: Lower the volume level before inserting into ear.**

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## 10) Program Selection

AudixPro has 3 pre-programmed functions. **PRESS and HOLD rocker button for 3 SECONDS to change programs.**



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## 11) Program Choices

**Program 1: Standard Response 1 Beep**

**Program 2: Reduced Low Frequency (-Bass) 2 Beeps**

**Program 3: Directional Microphones 3 Beeps**  
(for noisy restaurants, crowds, malls, car noise)

**If you are unsure of the proper program choice, switch between programs 1 and 2 to determine what sounds best for your needs.**

\*Once a selection is made, your AudixPro hearing aids will save your preferred program into memory.

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## 12) Using the Phone

Finding the optimal position for holding a telephone may require practice. The following suggestions may be helpful:

1. Hold the telephone towards the top of the ear (closer to where the microphones are).
2. Whistling may stop by holding the telephone slightly away from the ear.



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## Advanced Features

### Automatic ON/OFF Function

There is NO switch on your devices. They automatically turn ON when lifted from the charging case and turn OFF when set into the case.

### Power on Delay

There is a 10 second power on delay. This allows you to properly set the devices on your ears without amplification.

### Directional Microphones

Two microphones are activated in "Program 3" to focus on speech to your front, reduce background noise and allow

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## Using the Phone APP

Download and install the HA Smart APP from either Google Play or the Apple App Store.



### IMPORTANT:

Make sure your device has both the "Bluetooth" and "Location" settings turned ON.



When using the APP for the first time, please accept any "Permission Requirements" presented by your smartphone.

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## Using the Phone APP

1. Remove ONE hearing aid from the charging case. It will automatically turn ON. Tap CONNECT. (please set up ONE hearing aid at a time).
2. After device connects, tap SET.
3. Choose whether device is LEFT or RIGHT, then tap SAVE.
4. Repeat for second hearing aid.



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## Using the Phone APP

Battery Level

+ Volume UP

- Volume DOWN

P Change PROGRAM

P1 - 1 Beep  
P2 - 2 Beeps  
P3 - 3 Beeps

Single button adjusts BOTH hearing aids at the same time

Double button adjusts Left & Right hearing aids separately

User guide and product information

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## Maintenance - Daily Care

Use the cleaning tool brush to remove debris and earwax from the ear tip, button and microphone ports.

If your device is not producing any sound it is recommended to thoroughly clean the ear tip before further troubleshooting.

Remove tip, wash in warm soapy water, rinse, thoroughly dry, re-install tip.



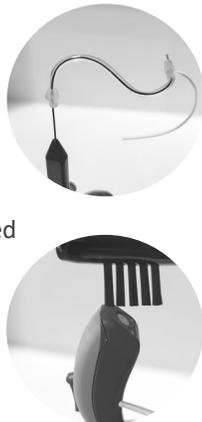
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## Maintenance - Regular Care

Use cleaning tool wire to remove debris or earwax from tubing. If tubing is clogged there will be no sound.

1. Detach tubing (see page 21)
2. Push the wire through the tube
3. Wipe the wire clean and repeat if needed
4. Reattach the tubing to the hearing aid

Occasionally brush the battery contacts on the bottom of the hearing to maintain proper charging.



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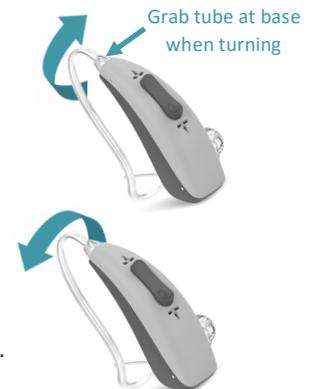
## Maintenance - Tube Removal / Replacement

### Removing Tubing:

Hold hearing aid and rotate tube base counter-clockwise in the direction of arrow.

### Replace Tubing:

Hold hearing aid and thread tube base counter-clockwise in the direction of arrow until tight.



**\*TO Prevent Damage PLEASE hold tube at the base, not on actual tube.**

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## Maintenance - Performance Tips

- **AVOID** physical shock such as dropping on the floor.
- Store in a cool dry place.
- **DO NOT** let your hearing aids get wet. If they get wet immediately dry them with a towel and let them completely air dry before attempting to charge them.
- **DO NOT** use a hair dryer or hair spray while wearing your AudixPro hearing aids.
- **DO NOT** expose your AudixPro hearing aids to excessive heat or moisture.

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## Troubleshooting

**IMPORTANT:** Please note that most hearing aid failure is caused by earwax clogging the sound port, and not from a mechanical failure. Follow the troubleshooting methods below before requesting service.

### Causes and Remedies

#### Hearing Aid not Functioning, Weak or Intermittent:

\***Battery Discharged**- Recharge battery.

\***Sound port clogged**- Clean ear tip and tube. Then thoroughly dry before re-installing. (see pages 19-21 for details)

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## Troubleshooting

### Hearing Aid Whistles:

\***Not properly inserted in ear**- Make sure ear tip is fully inserted into the ear canal.

\***Cerumen in ear canal**- Clean out ear canal, reinsert hearing aid.

Volume too high. Lower hearing aid volume.

Change to "closed" ear tip. This allows maximum volume.

**Hearing aid plays two beeps:** Indication of low battery; charge hearing aid.

**Hearing aid will not switch on:** Battery fully discharged; charge hearing aid.

**Charging Indicator light does not light up:** Check power cord; clean charging contacts on hearing aid.

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## WARNING!

*Please consult with your medical professional before wearing AudixPro hearing aids if you suffer from any of the following:*

- Visual congenital or traumatic deformity of the ear.
- Sudden or recent Unilateral hearing loss.
- History of active drainage from the ear within the previous 90 days.
- Audiometric air-bone gaps equal to or greater than 15 dB.
- Acute or chronic dizziness.
- Sudden hearing loss or onset within the previous 90 days.
- Visible evidence of significant earwax or an object in the ear canal.
- Pain or discomfort in either or both ears.

If you develop skin irritation or soreness in either ear, or if excessive earwax accumulates when wearing your hearing instruments, you should consult your physician.

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## Warranty

*Your AudixPro hearing aids are warranted for ONE YEAR from date of purchase against defects in material and workmanship. We will, at our opinion, repair or replace the instrument or any defective part at our expense, within the limits of this warranty.*

This warranty does not apply to any instrument that has been tampered with, damaged or altered in any way, or which has the serial number removed, effaced or removed, or any repairs that have not been authorized. This warranty does not include the hearing

promise of any improvement as

### For Your Records

Purchase Date: \_\_\_\_\_

LT Serial # \_\_\_\_\_ RT Serial # \_\_\_\_\_

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## Accidental Loss & Damage Coverage

If you accidentally lose or damage your hearing aid(s) beyond repair, RxHearing Aids, at our discretion will replace your hearing aid(s) if the occurrence was during your original warranty period.

There is a nominal deductible fee of \$99 per hearing aid.

Schedule a consultation with our Care Team to initiate a claim.

### Consultations

[RxHearingAids.com/book-online](https://www.RxHearingAids.com/book-online)

AudixPro hearing aids are manufactured in China for RxHearing Aids. The manufacturer's FDA registration is 3014746195 and the device listing # is D400903

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