





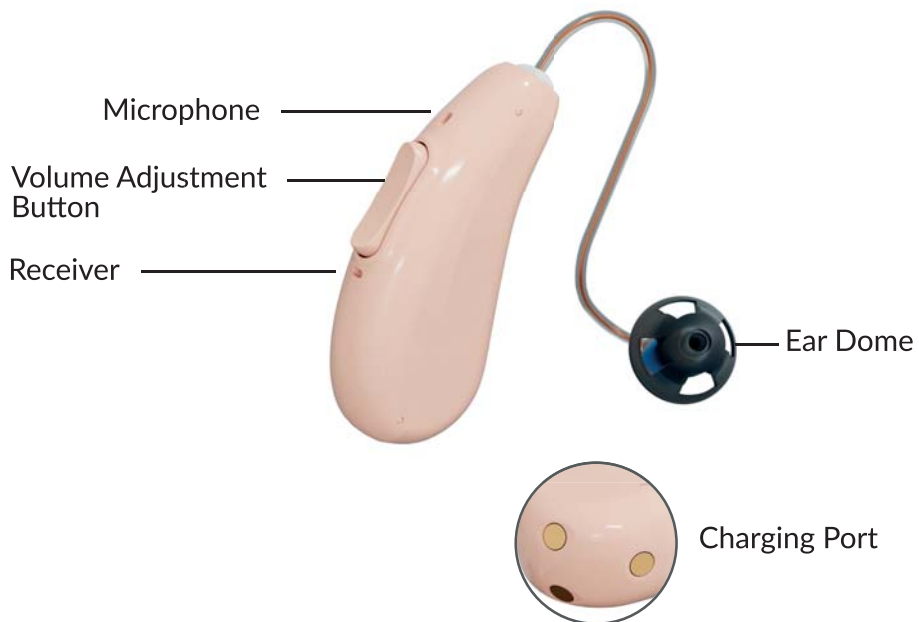
AUDIEN
ion PRO 2
USER MANUAL

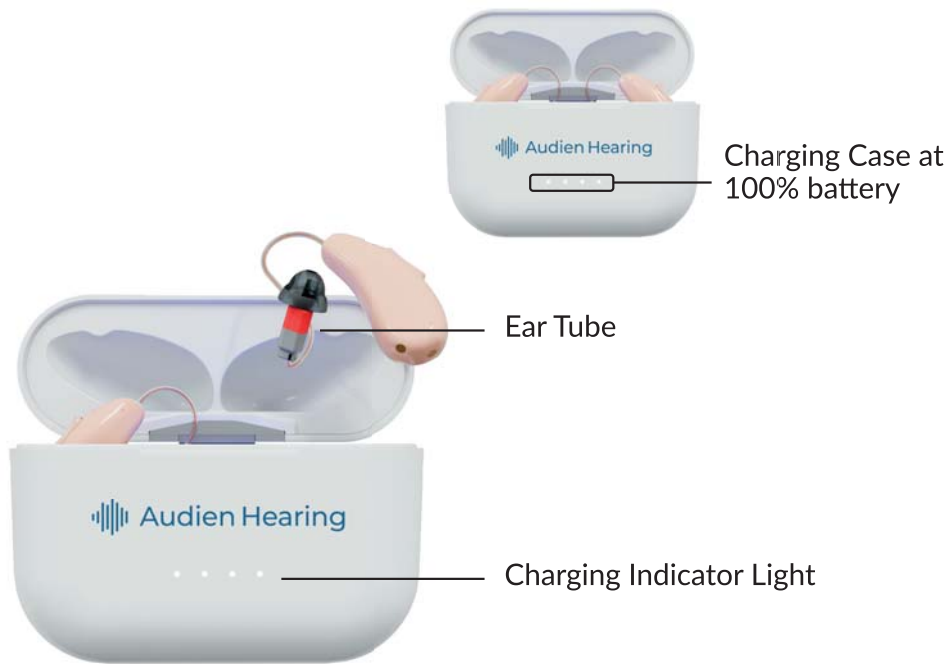
**It's time to
hear again.**

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DEVICE DIAGRAM





Download the app to get started



Compatible with:
iPhone® 11-15,
iOS version 13+



Compatible with:
Samsung Galaxy S20-24,
Android version 13+

Scan the QR code to
download the app.

Use your phone's camera &
hover over the code to scan.

Or visit your device's app
store to manually search for
the 'Audien ion Pro 2' app.

You must download the companion app to operate your ion Pro 2 hearing aids.



If you need assistance connecting your ion Pro 2 to your phone, call customer support [\(205-255-1112\)](tel:205-255-1112). Make sure to use a different phone from the device your are setting your hearing aid up on.

Once downloaded, the initial setup within the app will aid in connecting your device to Bluetooth & completing necessary steps to setup your device.

Initial Setup



Remove the tape from the charging connectors. Then put the hearing aids back into the Charging Case to initialize the hearing aids.



Upon first use, press the button on the back of the Charging Case.

The Audien ion Pro 2 has multiple functions

There are 3 main operating functions for the ion Pro 2 hearing aid

1. Hearing aid function
2. Hands free/call from your mobile device
3. Streaming audio from your mobile device

Other App Features:

Select your customized hearing audio profile



Adjust the transparency level while streaming audio



Turn background noise reduction on and off



Turn whistling suppression on and off



HEARING AID MANUAL OPERATION

All controls can also be accessed in the app



Device controls:

Action	Function
Long press (Up button) - 3 seconds	Power on
Long Press (Down button) - 6 seconds	Power off
Long press (Up button) - 10 seconds	Reset hearing aid defaults (Remove phone pairing record)



Hearing aid function:

Action	Function
Single press (Up button)	Volume increase
Single press (Down button)	Volume decrease
Long press (Up button) - 2 seconds	Cycle modes 1-2-3
Long press (Down button) - 2 seconds	Cycle modes 3-2-1

 Streaming:
(streaming needs to be initiated on your mobile phone)

Action	Function
Long press (Either button)	Pause streaming

 Hands free calling function:

Action	Function
Single press (Either button)	Answers call
Long press (Either button) - 2 seconds	Hang up call

PACKAGE CONTENTS



**Audien ion Pro 2
Hearing Aids**



Ear Domes



**Wax Guard
Replacement Tool**



Cleaning Brush



**Wall Adapter &
USB-C Cable**



Charging Case

Choosing The Right Ear Dome

Choosing the dome type & size most suitable for your ear canal will ensure minimal feedback during insertion & a better experience using the Audien ion Pro 2. Take the time to find your optimal fit.

A tighter fitting dome will give you better low frequency sound performance and a looser fitting dome will provide more comfort during insertion.

The medium size of the rounded Ear Dome comes pre-installed on your Audien ion Pro 2.



There are 2 types of Ear Domes

Rounded : (S,M,L)

Coned: (One Size)

Fitting The Ear Dome

Remove Ear Domes: Pinch the Ear Dome with your thumb, index and middle finger to separate the Ear Dome from the connector. Hold the connector, not the wire.



Fit Ear Domes: Select an appropriate Ear Dome according to the size of your ear canal, hold the Ear Dome and fit it into the connector of the hearing aid.



Powering ON/OFF

After initial setup has been completed within the app

Power on: Remove the hearing aids from the Charging Case and they will automatically power on after 6 beeps.



ON

Power off: Place the hearing aids into the Charging Case and they will automatically power off.



OFF



When the Charging Case is not nearby, turn off the device by holding the down button for 6 seconds. Power on by holding the up button for 3 seconds.

Wearing The Audien ion Pro 2



Step 1: Insert the Ear Dome into your ear canal.



Step 2: Gently wrap the Audien ion Pro 2 over your ear until it rests securely behind your ear.



Step 3: Push the Ear Tube into your ear canal until it is snug and comfortable.

Using The Volume Button

Volume & mode adjustment can be easily accessed within the app. Please refer to the app for additional features.



Use the volume up button and volume down button on your hearing aid to adjust the volume. The hearing aid will long beep once for each volume increase and double beep when maximum volume is reached.

Environmental Modes

Hands-On Adjustment

Press & hold the volume up button for 2 seconds to cycle upwards on the modes (1,2,3).

Press & hold the volume down button for 2 seconds to cycle down the modes (3,2,1).

The number of beeps demonstrates which mode your device is in.

- 1 Crowd
- 2 Conversation
- 3 TV

Charging The Charging Case

CHARGE TIME: 2 HOURS

Step 1

Plug the USB-C cable into the charging port and connect the charging adapter to an outlet. For first time use, it is recommended to charge for 3 hours.



Charge Case Indicator Light



Charging Case INDICATOR KEY



NO POWER

When there is no light, it means there is no charge going to the Charging Case or hearing aids.



CHARGING

When plugged in, blinking lights indicate the Charging Case is charging.



CHARGED

When all 4 lights are fully lit, the Charging Case is fully charged.

Charging The Units

Step 2

Insert the Audien ion Pro 2 units into the Charging Case. The left ear unit (**blue tip**) should be in the charging port marked L. The right ear unit (**red tip**) should be in the charging port marked R.



LEFT



RIGHT

Charging Case Key

Hearing aid contains up to 16 hours of use after full charge. The Charging Case can charge the hearing aids up to 2 times after being fully charged.



CASE BATTERY LEVEL	
● ○ ○ ○	25%
● ● ○ ○	50%
● ● ● ○	75%
● ● ● ●	100%

Cleaning The Ear Domes



Hold the Ear Dome and sound tube connector with your left and right hands respectively to separate the Ear Dome from the sound tube.



Clean any earwax or debris with the provided Cleaning Brush. Replace Ear Domes as needed. Regular cleaning is necessary.

You may visit: audienhearing.com to order new domes and other accessories.

Cleaning Your Audien ion Pro 2

Use the Cleaning Brush or soft cloth to clean the body of the Audien ion Pro 2, including the push buttons, charging contacts, shell, etc. Do not use alcohol, water, or other cleaning solvents, as these may damage the device.

- Keep your Audien ion Pro 2 and Charging Case clean.
- Extreme temperatures (hot or cold), moisture, and foreign substances may damage the Product.
- Regular cleaning is necessary.
- Charging contacts should always be kept clean and dry.
- Using the provided cleaning brush keep the charging ports clear of dust or dirt.
- Avoid getting your hearing aids wet.

Replacing The Wax Guards

Change your wax guards every 2-4 weeks

Remove the Ear Domes & locate the Wax Guard Replacement Kit.





Use the Empty End side of the Wax Guard Tool to remove the old Wax Guard from the Ear Tube.



Insert the new Wax Guard into the Ear Tube. Clean the Ear Tube with the Cleaning Brush if needed.



UV Sterilization



The ion Pro 2 Charging Case will automatically sterilize the hearing aids while charging.

It's important to continue regular maintenance by cleaning your device using the provided cleaning tools.

Are you having trouble with no sound or not working?

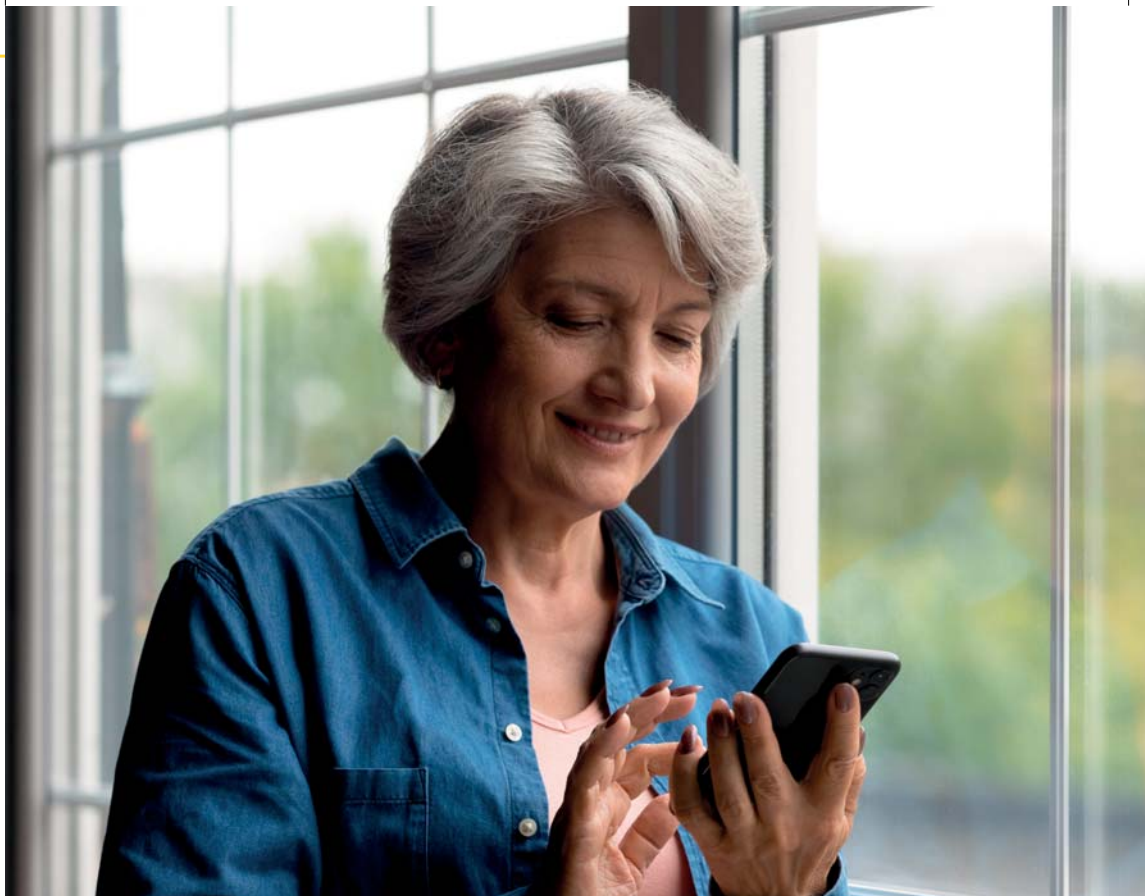
- Be sure that both devices are secure in the Charging Case, making a firm connection. Let the devices charge, then try using the hearing aids again.
- Make sure your wax guards are not clogged. Try changing the wax guards. See page 26 for instructions.
- Contact customer support at **audienhearing.com/support** if you are still experiencing issues with your hearing aid

Are you having trouble connecting to Bluetooth?

Turn on Bluetooth on your mobile device.

- 1 Open Bluetooth Settings
- 2 Connect to **Audien ion Pro 2**
- 3 Return to the app

If you need assistance connecting your ion Pro 2 to your phone, call customer support ([205-255-1112](tel:205-255-1112)). Make sure to use a different phone from the device your are setting your hearing aid up on.



Are you having trouble with feedback or whistling?

- To resolve this, lower the volume to a lower setting and increase it slowly.
- Ensure the earbuds on your device snugly fit your ear canal.
- You may be accidentally putting pressure or obstructing the microphone when fitting the device. Do not worry. Once the device is secure in your ear, remove your hands and the whistling should stop.

TECHNICAL SPECIFICATIONS

MAX Output (OSPL90)	<117 dB
HF Average Output (OSPL90)	106dB±4dB
HFA Full-on Gain (FOG50)	35±4 dB
Equivalent Input Noise	≤32 dB
Frequency Range	F1<250 Hz F2>5000 Hz
Total Harmonic Distortion	≤3%
Current Drain	NA

Power adapter

Input: 100-240VAC, 50-60hz

Output: 5VDC 1A, USB-A

For additional specifications, go to

audienhearing.com/pages/ionPro2-manual

Production Date & Product Life

The product needs to be stored and used as required. After exceeding the specified service time, its expected that the function will be affected. (e.g unable to meet the requirements of product performance indicators, etc). The normal usage life of hearing aids is 3-5 years.

WARNINGS

WARNING: If you are younger than 18, do not use this.

You should go to the 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 18 or older.

This OTC hearing aid is for users who are 18 or 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 earwax, or 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 this 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 the FDA as an adverse event according to the instructions that appear later.

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.

These precautions point out situations which could cause minor or moderate injuries to the user or to the hearing aid.

- You should familiarize yourself fully with the entire contents of the user manual before using the hearing aid to ensure personal safety and correct use.
- Contact the manufacturer for support if you experience unexpected operations or performance.
- Do no attempt to modify the shape of the hearing aid or slim tube yourself.
- These precautions point out situations which could cause minor or moderate injuries to the user or to the hearing aid.
- In some acoustic environments, over amplification can cause discomfort and damage to the patient's hearing.

WARNINGS

- A hearing aid should only be used as directed by your physician or hearing healthcare provider.
- Do not use your hearing aid in explosive or oxygen-enriched areas. Allergic reactions to hearing aids are unlikely. However, if you experience itching, redness, soreness, inflammation, or a burning sensation in or around your ears, inform your hearing healthcare provider and contact your physician.
- You may notice accelerated accumulation of earwax when using your hearing aid. This is normal, but see your hearing healthcare provider if you continue to have difficulties.
- In the unlikely case that any parts remain in the ear canal after the removal of the hearing aid, contact a physician immediately. Report the event to your hearing healthcare provider as soon as possible.
- Remove your aids for CT and MRI scans or other electromagnetic procedures.
- Never leave your hearing aids or batteries where small children and pets can reach them
- If batteries are swallowed or inhaled, contact the local poison control center immediately.
- If you feel pain in or behind your ear, if it is inflamed, if skin irritation or accumulations of ear wax occur, please check with your hearing healthcare provider or physician.
- Your hearing aids have been adjusted for your hearing needs, please do not share your hearing device with other people.

Caution: This is not hearing protection

You should remove this device if you are experiencing 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 out 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.

WARNINGS

Note: Tell FDA about injuries, malfunctions, or other adverse events.

To report a problem involving your hearing aid, you should submit information to the FDA as soon as possible after the problem. The 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 www.fda.gov/safety/MedWatch or call 1-800-FDA-1088. You can also download a form to mail to FDA.

FCC Warning

This device complies with part 15 of the FCC Rules. 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.

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

NOTE: 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.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction