OTC Hearing Aids

Bluetooth®

User Manual

Want an easier setup?

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RCAHearingAidSupport.com

RSH082xx IB Version 00

Precautions and Warnings

WARNING: If you are younger than 18, do not use this. You should go to a doctor, preferably an ear-nose-throat (ENT) doctor, because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 and older.

This OTC hearing aid is for users age 18 and 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.

Intended use

These hearing aids are intended to be used as wearable sound amplification devices to compensate for impaired hearing of adults with mild to moderate hearing loss.

Contraindication

The device should not be used by patients with chronic suppurative otitis media or congenital aural atresia.

WARNING: When to See a Doctor

If you have any of the problems listed below, please see a doctor, preferably 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 ear wax, or you 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 inserting or placing it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. You may also report this to the FDA as an adverse event according to the instructions that appear later.

Caution: This is not hearing protection. You should remove this device if you experience overly loud sounds, either of short or long duration. You should use appropriate hearing protection in loud environments instead of wearing this device. As a general rule, if you would use ear plugs in a loud environment, you should remove this device and use ear plugs in that environment.

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 with 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 get 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.

Note: Tell the 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. 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**

This information and other labeling, including the user instructional brochure, are available on the Internet at: www.rcahearingaidsupport.com

You may also call 1-888-225-2644 to request a paper copy of this information and other labeling.

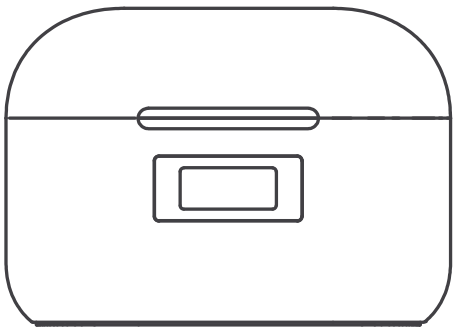
This manual is for model RSH082xx, where the xx means GM.

Table of Contents

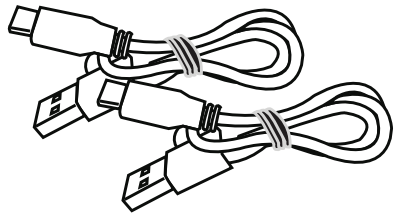
What's in the box? 7
Tour of the hearing aid 8
Tour of the charging case 10
Tour of the keychain remote..... 12
Getting started..... 14
1. Set up the keychain remote..... 14
2. Put domes on the hearing aids 15
3. Put the hearing aids on 17
4. Choose a preset program..... 19
5. Adjust the volume 20
Streaming calls and music 22
Charging the hearing aids and case..... 23
Welcome to a new world of sounds!..... 25
Tips for New Users 26
Cleaning and Care 28
Troubleshooting..... 32

What's in the box?

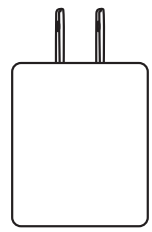
1 Charging Case

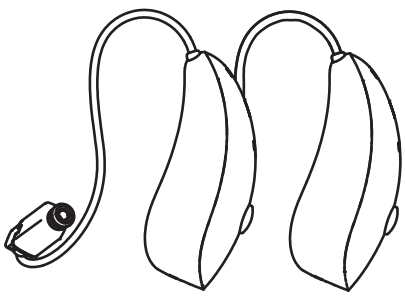


2 Charging Cables

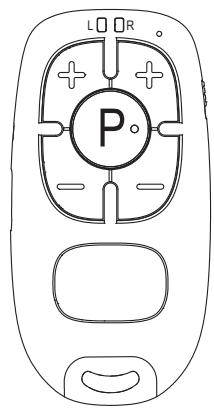


1 Charging Adapter

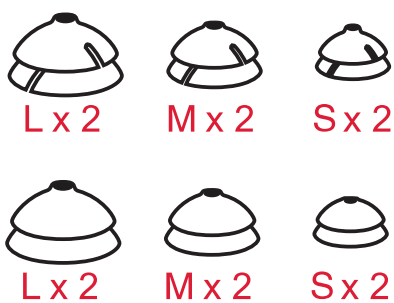




2 Hearing Aids

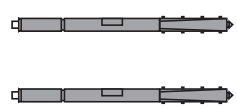


1 Keychain Remote



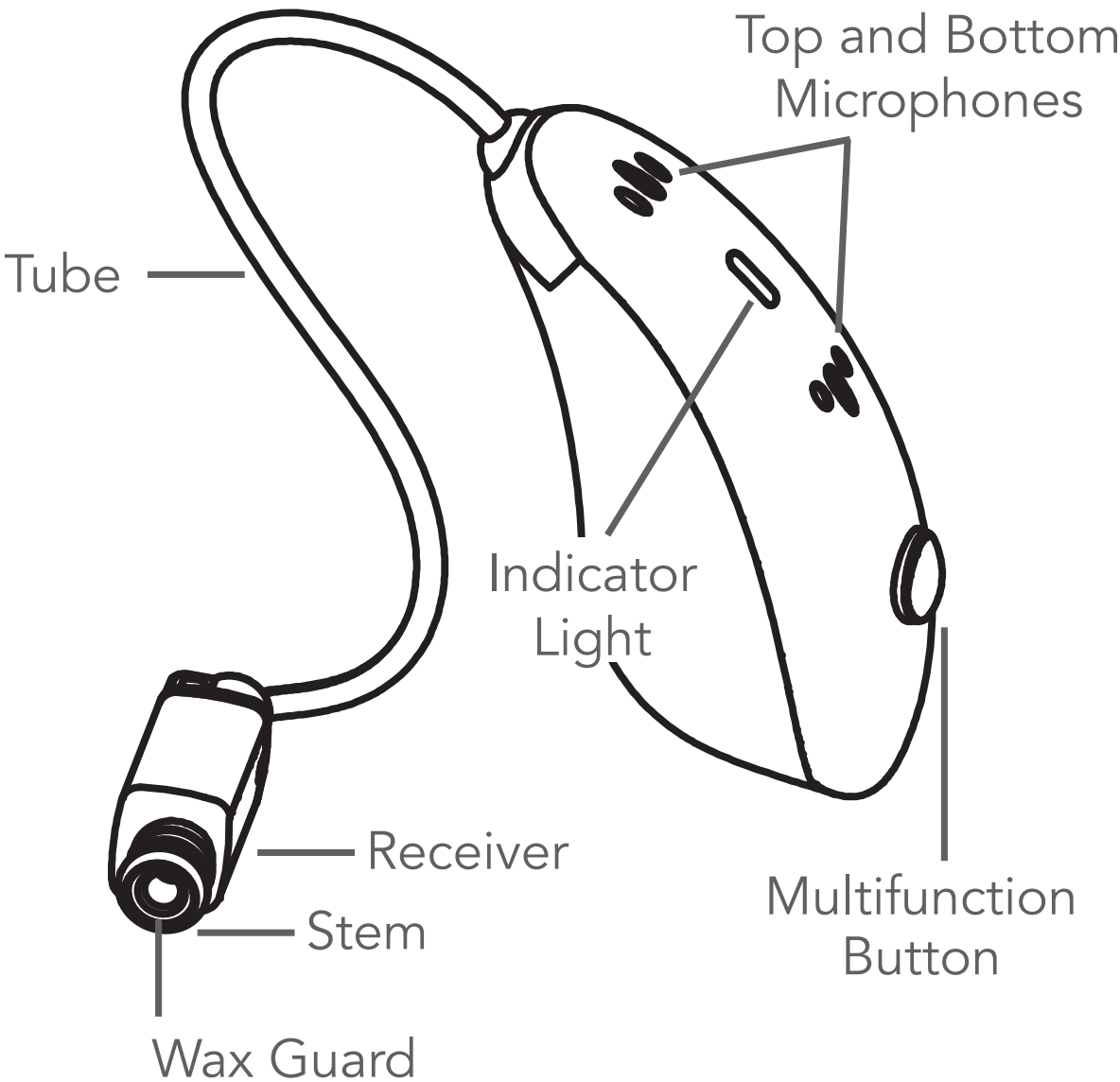
Open and Closed Domes in Small, Medium, and Large Sizes

1 Cleaning Tool



2 Waxguard Replacement Tools

Tour of the hearing aid



The **Top and Bottom Microphones** pick up sound in your surroundings, which the hearing aid processes and sends to the receiver. You should try to keep these as unobstructed as possible.

The **Multifunction Button** increases the volume of the hearing aid (press) or changes the preset hearing mode (press and hold). You can also use the provided keychain remote to control volume and switch presets.

The **Indicator Light** shows the charging and Bluetooth status of the earpiece.

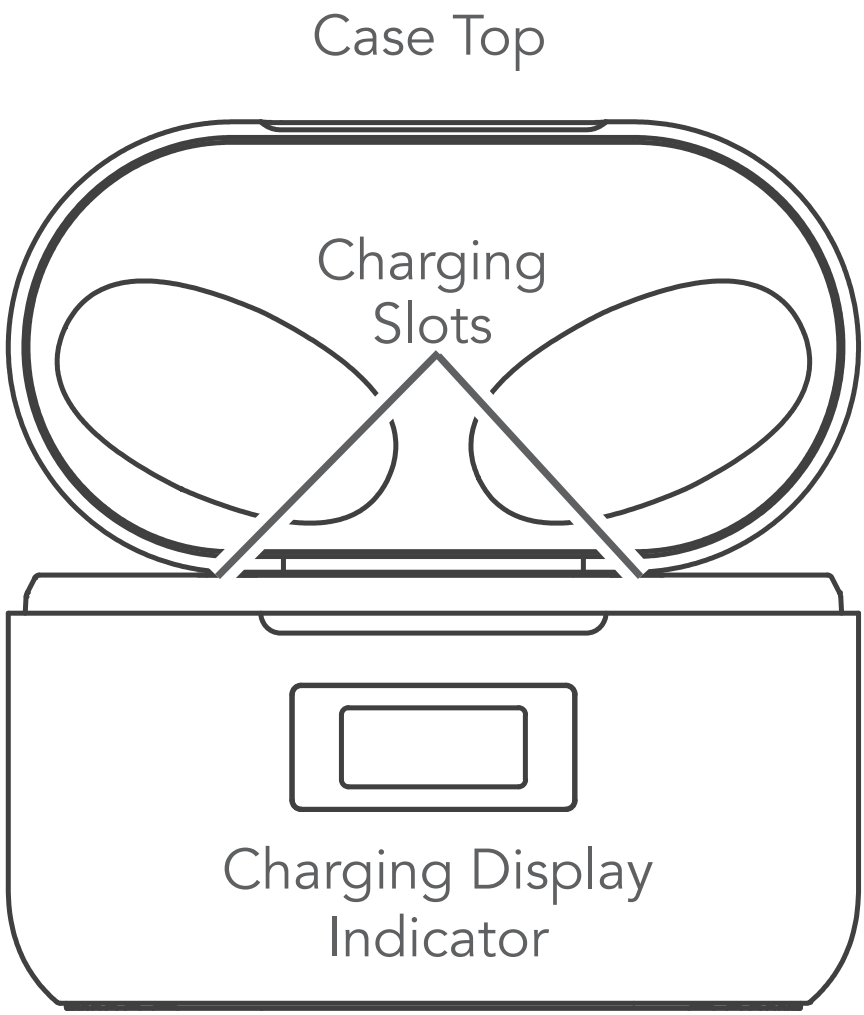
The **Tube** carries the signal from the microphones to the dome.

The **Receiver** amplifies the sound processed by the earpiece.

The **Stem** attaches to one of the domes provided to fit snugly in your ear snugly in your ear.

The **Wax Guard** protects the receiver against wax buildup. You can replace it using the provided replacement tool.

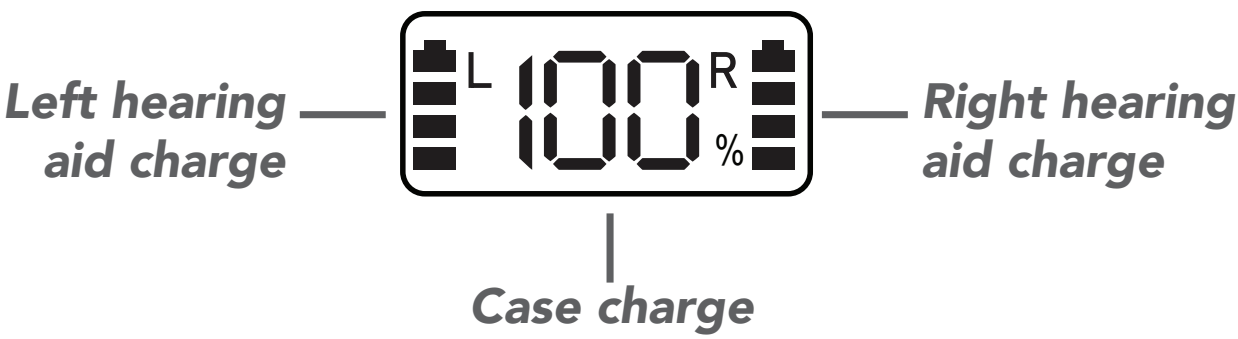
Tour of the charging case



The **Case Top** flips open and closed to protect your hearing aids while charging.

The **Charging Slots** hold and charge the hearing aids when the charging case has charge.

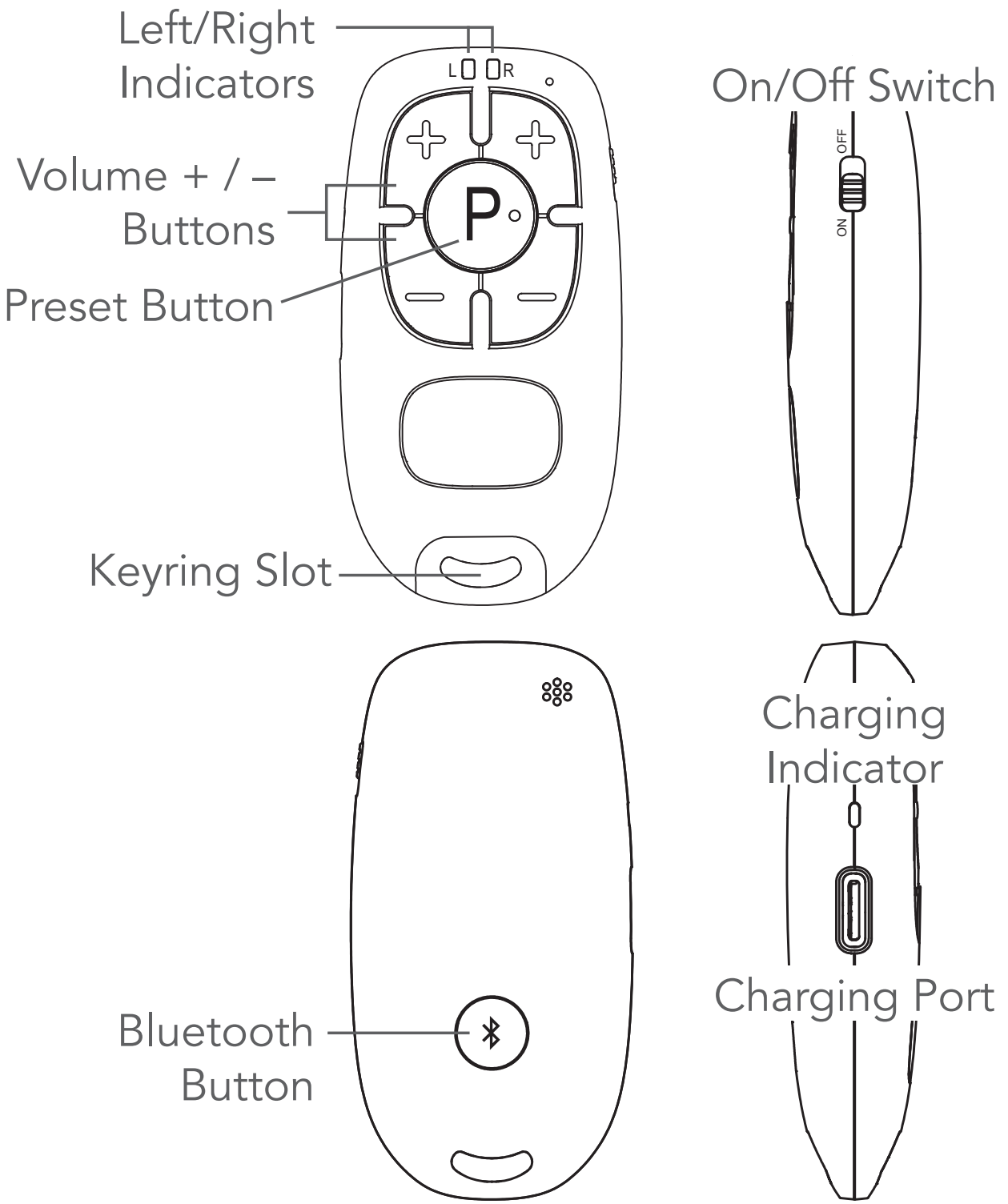
The **Charging Display Indicator** shows the charging percentage of the case (middle) and the charging status of the hearing aids (left and right icons).



The **Charging Port** (not shown) connects to the USB-C end of the charging cable. Connect the other end of the charging cable to the charging adapter to charge the case.

IMPORTANT: The charging case's display has a protective film out of the box. Gently peel off this protective film before using the charging case for the first time.

Tour of the keychain remote



The **Left/Right Indicators** display the connection status of the left and right hearing aids (fast flashing when connecting, slow flashing when connected).

The **Volume + / – Buttons** adjust the volume of the left and right hearing aids.

The **Preset Button** changes the preset hearing mode of the hearing aids.

The **Keyring Slot** attaches to your keyring for convenient remote access anytime.

The **On/Off Switch** turns the keychain remote on or off.

The **Bluetooth Button** starts the pairing process between the remote and your hearing aids.

The **Charging Indicator** illuminates when the remote is charging.

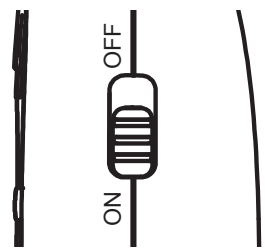
The **Charging Port** connects to the provide charging cable. Connect the other end of the charging cable to the charging adapter to charge the remote.

Getting started

1. Set up the keychain remote

Before you start using the hearing aids, set them up to be controlled by the keychain remote.

1. Take the hearing aids out of the charger. They turn on automatically.
2. Put the power switch on the side of the keychain remote in the **ON** position.



3. Press the ᛒ button on the back of the keychain remote to start pairing with the hearing aids.

   The **L** and **R** indicators on the keychain remote flash quickly during the pairing procedure. They flash slowly when the keychain remote and hearing aids are connected.

To charge the keychain remote: Plug one of the provided charging cables into the charging port on the side of the remote. Plug the other end into the power adapter and plug the adapter into a power source. The charging indicator illuminates.

NOTE: For maximum battery life between charges, turn the remote off when you take off the hearing aids.

2. Put domes on the hearing aids

This package contains two kinds of domes you can use: open and closed domes.

Closed domes seal your ear so that you hear more of the amplified sounds from your hearing aid. Use these if you want more amplification.

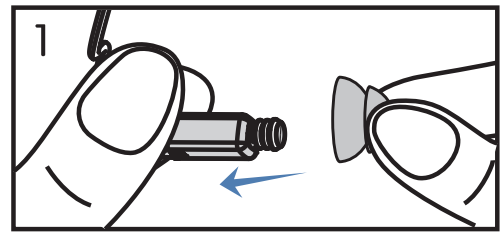
Open domes allow some outside sounds to enter your ear in addition to the amplified sounds from your hearing aid.

Once you've decided the ***kind*** of dome you want to use, you should choose a ***size*** of dome to use. Start with the medium-sized domes and try on the hearing aid. You can try the large or small domes if the mediums don't work.

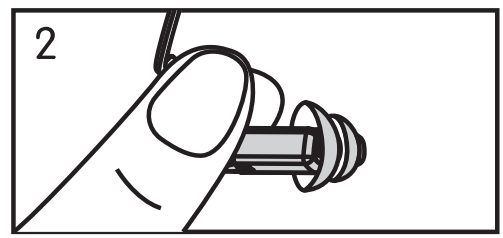
Continues on the next page...

To install the domes:

1. Hold the end of the hearing aid's tube. Push the dome onto the hearing aid's stem until it feels securely in place.



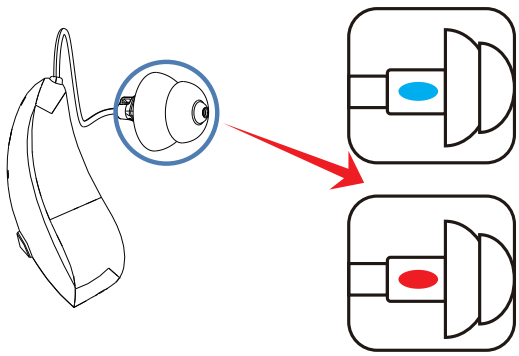
2. Pull gently on the dome to make sure it's secure



3. Repeat for the other dome and hearing aid.

3. Put the hearing aids on

The left and right hearing aids are marked on the receiver, next to the dome.

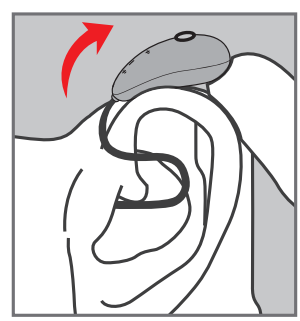


Left is blue

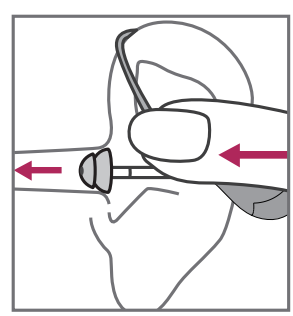
Right is red

1. Hold the hearing aid by the receiver. Gently push the dome into your ear.

2. Place the body of the hearing aid behind your ear.



3. Push the dome into your ear to make a seal.
4. Repeat with the other hearing aid.



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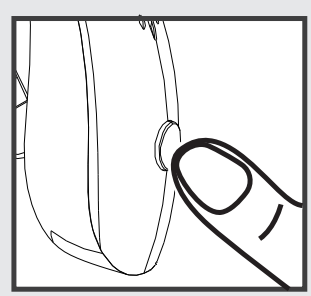
IMPORTANT: If one of your hearing aids squeals, that means its dome is not seated properly in your ear. Pull back on the outside of your ear to widen the entrance to your ear canal. Then push the dome into your ear canal so that it seals the entrance.

If the domes seem too large or small, you can replace them with another size. Follow the directions on the page 21 for taking off the hearing aids and domes. Then repeat the steps on pages 15-16 to install different sized domes.

Turning the hearing aids on

The hearing aids automatically turn on when you take them out of the charger.

To turn the hearing aids on or off manually:
Press and hold the multifunction button on each hearing aid. The hearing aid beeps to signal that it's on.

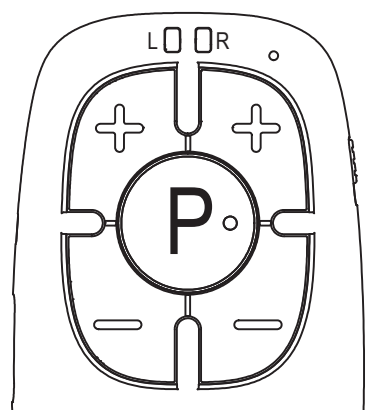


4. Choose a preset program

The hearing aids have four preset programs that customize amplification for different environments.

The first time you turn them on, the hearing aids are in the ***Standard*** preset, which provides a neutral setting you can use in many settings. The hearing aids offer three other presets, specifically designed for use in ***Restaurants***, ***Outdoors***, or for listening to ***Music***.

To change presets:
Press the **P** button on the keychain remote. The hearing aid beeps to signal which preset you're currently using.



One Beep	Standard
Two Beeps	Restaurant
Three Beeps	Outdoors
Four Beeps	Music

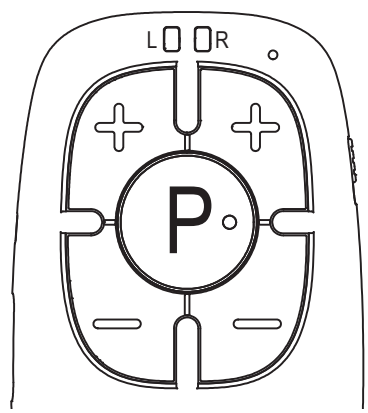
Continues on the next page...

Notes:

- The hearing aids remember their settings when you turn them off and return to these settings when you turn them back on.
- You can also change the preset on each hearing aid by pressing and holding its multifunction button.

5. Adjust the volume

The hearing aids offer 11 levels of amplification.



To adjust the volume of each hearing aid: Press the **+** or **–** button on the left or right side of the keychain remote to increase or decrease the volume of that hearing aid. The hearing aid beeps. It beeps three times at maximum volume.

Experiment with different volume levels in different environments to see what's comfortable for you.

Note: You can also change the volume on each hearing aid by pressing its multifunction button.

To take the hearing aids off:

1. Hold the tube close to the dome. Gently pull the dome out of your ear.
2. Remove the body of the hearing aid from behind your ear.

To remove the dome: Pull it off of the hearing aid's stem.

Streaming calls and music

You can stream calls and music from your phone to the hearing aids once you connect them to your phone via Bluetooth.

To connect the hearing aids to your phone via Bluetooth: Open Bluetooth settings on your phone. Choose "RCA Hearing Aid" from the list of devices. The hearing aids will give an audio prompt when they've connected to your phone.

To answer calls on the hearing aids: Press the multifunction button on the back of one of the hearing aids.

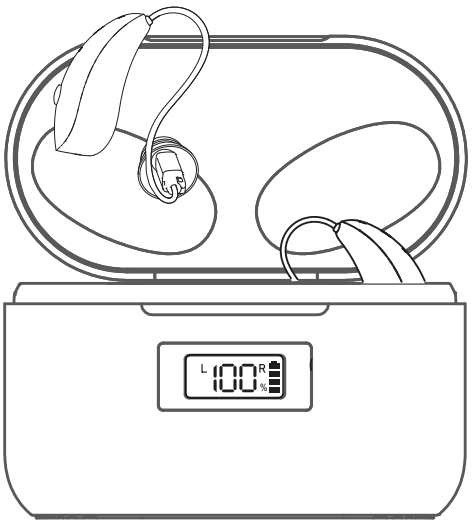
To reject an incoming call: Press and hold the multifunction button on the back of one of the hearing aids.

To hang up a call: Press and hold the multifunction button on the back of one of the hearing aids.

To adjust the volume of music or calls: Use the volume controls on your phone.

Charging the hearing aids and case

To charge the hearing aids: Insert them in the charging case. Each hearing aid only fits on its side of the case—left on the left side and right on the right.



The case's charging display shows the level of charge of the left (**L**) and right (**R**) hearing aids while they're charging.

The charging display shows the case's percentage of charge. If the display doesn't light up (or if this number is low), follow the instructions on the next page to charge the case.

Note: The space between the charging slots accommodates the domes while you're charging the hearing aids. If you have trouble making them fit, remove the domes and store them separately.

continues on next page...

To charge the charging case: Plug one end of the provided charging cable into the back of the charging case. Plug the other end into the charging adapter.

Plug the charging adapter into a surge protector or power outlet.

The charging display shows the case's percentage of charge.

IMPORTANT: Keep the case's flip top closed when charging or storing the hearing aids.

Welcome to a new world of sounds!

It might take a while to get used to! Your new RCA Hearing Aids let you experience sounds you might not have heard for a while: everyday sounds like clocks ticking, paper rustling or crinkling, nearby whispering or soft conversation, outdoor noises like wildlife or traffic, or nearby footsteps.

At first all these new sounds might be distracting, maybe even overwhelming.

Give yourself time to get accustomed—it could take as long as 30 days (or more). We recommend using your new hearing aids an hour or two a day at first, in quiet settings if possible. Then gradually increase the amount of time and variety of situations you use your new hearing aids in until they feel natural to you.

Tips for New Users

- Your own voice will sound strange at first when you're wearing your hearing aids. This is normal and normally goes away after a few weeks of use.
- Higher frequency sounds, like water running or paper crumpling, might seem loud at first. These higher frequencies are also essential to understanding speech clearly. Getting used to higher frequency sounds in your environment takes time and patience, but the trade-off is understanding speech more clearly. Most users find that after 3-4 weeks of regular use, the hearing aids make conversation easier, even in somewhat noisy environments.
- Using the phone might take some practice. Holding the phone close to your ear might cause feedback—a whistling or chirping from the hearing aid. If this happens, try tilting the phone or moving it away from your ear an inch or two.

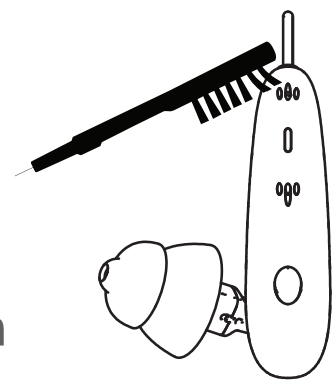
Tips for New Users (continued)

- Hearing conversations more clearly can be a game-changer for social gatherings and even one-on-one interactions. The following additional steps can take you even further:
  - Try to face the person you're talking or listening to
  - In noisy environments, try to position yourself so that the source of the noise is behind you
  - Don't shout! Just speak clearly and slowly.
  - In meetings or worship services without amplified sound, sit as close as you can to the sound source.
  - Ask your conversation partner to get your attention before speaking so that you can fully engage with them.

Cleaning & Care

Keeping your hearing aids clean is crucial to getting the most from them. Wearing a hearing aid can increase the amount of wax your ear produces, so it's especially important to perform the following cleaning routine daily.

- **Wipe the surface of the hearing aids** with a wet wipe, soft cloth, or tissue.
- **Brush around each hearing aid's microphone** using the provided brush.



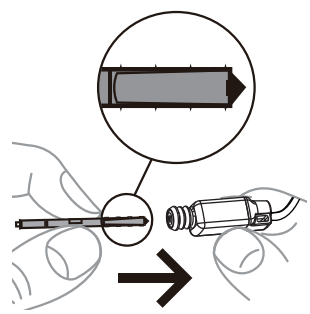
- **Clean away any wax buildup in the domes and stems.**

  Remove the dome from each hearing aid's stem. Use the provided pick to clean the inside of the dome and around the stem. Clean the dome with a soft, moist cloth or mild soap and water. Make sure the dome is completely dry before you put it back on the stem.

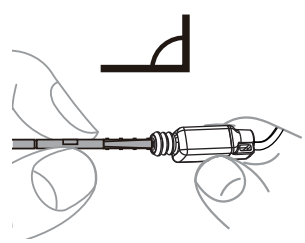
Replacing the wax guards

The stem of each hearing aid has a wax guard to help protect the receiver from wax. Check these wax guards every week or so to make sure they're free of buildup (or if you notice a change in the sound from the hearing aids). If you notice buildup, use one of the provided wax guard replacement tools to replace the old wax guard.

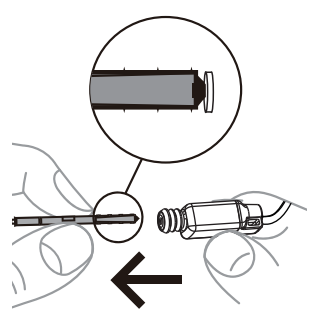
To replace a wax guard:



1. Insert the removal end of the wax guard tool into the hearing aid stem.



2. Gently pry the old wax guard out of the stem as shown. Discard the old wax guard.



3. Insert the other end of the wax guard tool into the hearing aid stem.

4. Gently bend the wax guard tool 90 degrees to remove it. The new wax guard should stay in place.

With the proper care, your RCA hearing aids should provide years of use. It is important to keep the following cautions in mind.

- DO NOT get water on or in the hearing aids.
- DO NOT wear the hearing aids while swimming, showering, in heavy rain, or in a moist atmosphere (like a sauna).
- DO NOT use solvents or liquids on the hearing aid earpieces, tubes, or domes.
- DO NOT sleep with the hearing aids on.
- DO NOT leave the hearing aids in or near direct sunlight or excessive heat.
- Remove the hearing aids when applying cosmetics, perfume, aftershave, hairspray, lotion, or any other product that might get into the hearing aids.
- Remove the hearing aids during strenuous physical activities, like working out.
- Keep the hearing aids clean and dry.

Device information

Technical Data

Specification	Program 1	Program 2	Program 3	Program 4
Max. OSPL 90	104dB	105dB	104dB	109dB
Full-on Gain	23dB	19dB	25dB	19dB
Total Harmonic Distortion	0.3%	0.3%	0.3%	0.2%
Self-Generated Noise (EIN)	15dB	21dB	10dB	16dB
Latency	6 ms	6 ms	6 ms	6 ms
Frequency Range	F1=210Hz F2= 7300Hz	F1=220Hz F2= 7500Hz	F1=220Hz F2= 6900Hz	F1=200Hz F2= 7500Hz

Specification	
Expected Battery Life (from one full charge)	15 Hours
Expected hearing aid charges (from case full charge)	5 Times
Max Charging Current	16mA
Expected Service Life	
Hearing Aids and Charger	500 Charging Cycles (2-3 Years)
Domes and cleaning tools	1 Year
USB Cable and Charging Adapter	3 Years

Troubleshooting

Problem: The hearing aids won't turn on.
Solution: Put them in the charging case to recharge.

Problem: The hearing aids don't charge in the charging case.
Solution: Recharge the charging case's battery. Plug one end of the provided charging cable in the charging port on the back of the charging case. Plug the other end into a the provided adapter, and plug the adapter into a power outlet. The case's display shows the case's percentage of charge.

Problem: The hearing aids don't produce sound.
Solution: Make sure the hearing aids are charged and turned on. Then press the top button on each hearing aid to increase its volume. If you still don't hear sound, clean the hearing aid's dome and microphones using the provided brush/pick.

Problem: The hearing aid whistles when I use it.
Solution: Make sure the dome is seated snugly in your ear. You might need to adjust it to get a better seal— it should fit snugly in your ear so that almost no sound escapes. If you can't get it to fit snugly, you might need to try a different dome size.

Problem: The remote doesn't control the hearing aids.
Solution: Make sure the remote's power switch is in the ON position. If it still doesn't control the hearing aids, press the ᛒ button on the back of the remote to pair to them again.

Problem: I can't stream music or calls from my phone.
Solution: Make sure your phone's Bluetooth is on. Then go to its Bluetooth devices menu and select "RCA Hearing Aid."

Product Repair and Replacement

If your RCA hearing aids need to be replaced during their warranty period, please contact us at 1-888-225-2644 to arrange a return to the following address:

Voxx Return Center
180 Marcus Blvd.
Hauppauge, NY 11788

Operating Environment

Temperature: -10°C – 40°C
Relative humidity: 30% – 75% RH
Atmospheric pressure range: 86 – 106kPa

Storage & transportation environment

Temperature: -10°C – 55°C
Relative humidity: 10% – 90%
Atmospheric pressure range: 70 – 106kPa

WATER RESISTANT

WATER RESISTANT

The hearing aids are IP65 water resistant. The charging case with cover securely in place is IP22 water resistant. The charging adapter is not water resistant.

Labeling and Date of Manufacture

The serial number is a 15-character code located on the hearing device. Each hearing device has its own unique serial number. The date of manufacture is encoded starting with the sixth character.

The sixth character shows the day of the week the product was manufactured.

1 = Sunday 2 = Monday
3 = Tuesday 4 = Wednesday
5 = Thursday 6 = Friday
7 = Saturday

The seventh and eighth characters are a code for the year of manufacture.

AA = 2022 AB = 2023
AC = 2024 AD = 2025

The ninth and tenth characters show the calendar week of the year.

12 = Calendar Week 12
13 = Calendar Week 13, etc.

For the power adapter, there is a 4-digit lot number located on the rating plate. The first 2 digits show the year of manufacture (i.e. “22” refers to 2022). The last 2 digits show the calendar week of the year.

Information and Description of Symbols

This symbol indicates important information on handling and product safety.

This is the symbol for caution and warning. This is a safety symbol used to highlight that there are specific warnings or precautions associated with the devices that are not otherwise found on the label.

Follow operating instructions.

Permissible storage and transport temperature and humidity.

Type B applied part

Keep dry

UDI Unique device identifier

Questions?

Visit
RCAHearingAidSupport.com
for FAQs, setup videos,
and more.

For a large-print
version of this manual
Scan here

RCAHearingAidSupport.com

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