

fio

powered by Lucid™

User Guide

Welcome to Fio!

We're thrilled to help you hear more of everything you love again.

Please read these instructions first to tap into the full potential of your device.

Thank you for choosing Fio.

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Quick Start Guide

Welcome to your new Lucid Fio and welcome to a whole new world of hearing! These devices are designed to help you hear better and allow you to interact with the world in ways you may not have done in many years. We wanted to give you a quick guide to getting started before getting into all the details contained herein...

- 1 Prepare** Check your ears for any obstructions like ear wax and make sure your ears are dry. If possible, have a professional check your ears and remove any debris and wax build up.
- 2 Charge** Charge your Fio device. Your Fio comes partially charged, but for the best experience you'll need to charge it fully using the included USB-C cable. For more detailed instructions, please see Page 11.

3**Choose**

Choose your eartips. Your Fio comes with 4 eartip options– 2 sizes of vented tips and 2 sizes of standard closed tips. You'll want to select your eartips depending on your hearing profile and ear size. Please refer to page 14 for further details on choosing the right eartips.

4**Hear Better**

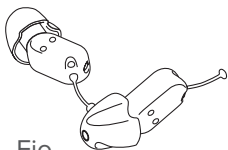
Select the program that works best for you, adjust the volume, and enjoy better hearing! Please see page 20 for further information on which of the four programs is right for you.

IMPORTANT: Place hearing aids inside the storage case to make any adjustments through the Lucid Hearing App.



Use your phone camera to scan this code and download either the iPhone or Android app, depending on which type of phone you have. You can also search for “Lucid Hearing” in the App Store or on Google Play.

What's inside



Fio
hearing aids



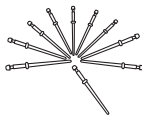
Charging case



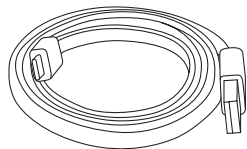
Eartips (four pairs)



Cleaning tool

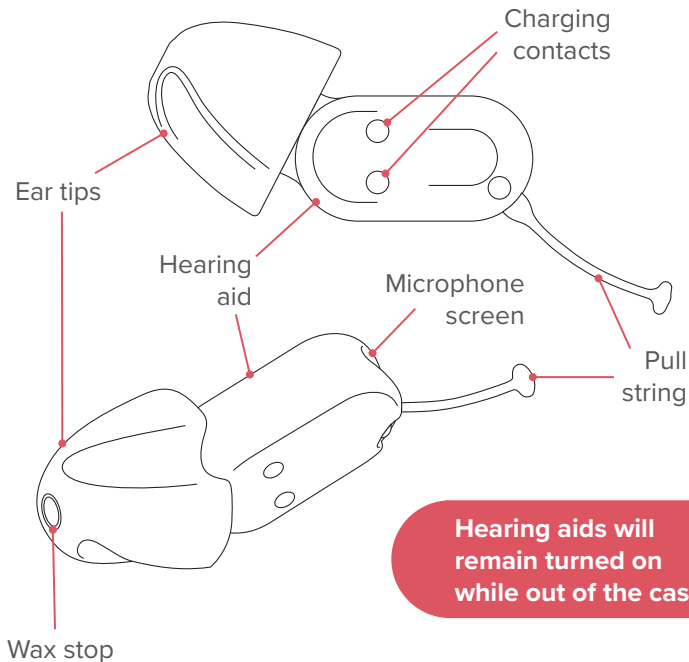


Wax guards



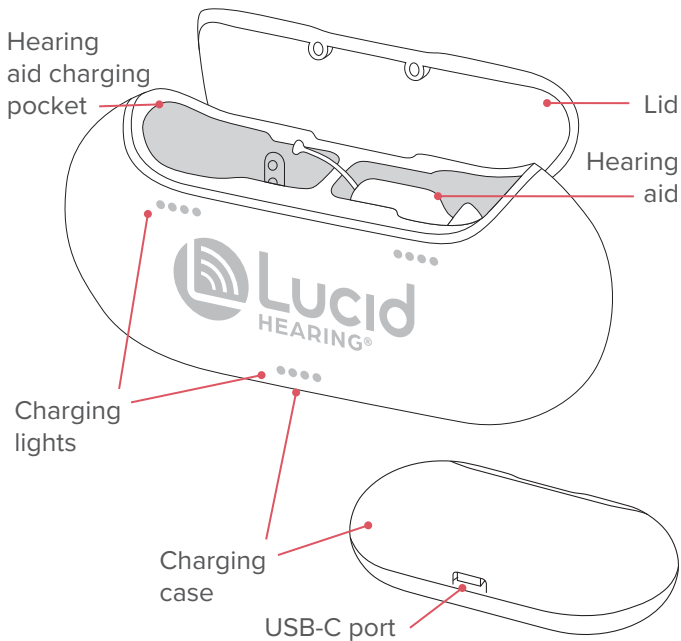
USB-C
charging
cable

Getting to know Fio



Hearing aids will remain turned on while out of the case.

Getting to know the Fio charging case

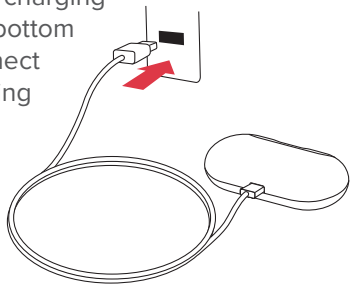


Charging Fio

1

Charging case

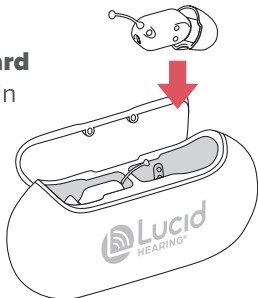
Plug the USB-C end of the charging cable into the port on the bottom of the charging case. Connect the other end of the charging cable to a power source. The charging case is fully charged when the lower four lights illuminate. (See page 12)



2

Place Fio in its case with pull string facing upward

Hearing aids turn off and begin charging once placed inside the charging case. Hearing aids are fully charged when the left and right indicator lights illuminate. (+/- 2 hours) (See page 12)



Charger lights

There are three sets of light indicators. The lower set of lights indicate the amount the charging case has charged. The left and right lights indicate the amount the hearing aids have charged.



Hearing aids can be fully charged in two hours

Fully discharged hearing aids require 4 to 5 hours to be fully charged

LED Indicator Lights

25% charged ○ ● ● ● ●

50% charged ○ ○ ● ● ●

75% charged ○ ○ ○ ● ●

100% charged ○ ○ ○ ○ ○

Wearing your new hearing aids

When inserting your hearing aids for the first time, there can be feedback (whistling) if your hearing aids are not fully inserted.

The adjustment period of wearing hearing aids takes time, but soon you'll be hearing clearly.

Begin by inserting your hearing aids into the case and make sure the volume is at the minimum setting. Then remove the hearing aids from the case and place in your ears. Repeat as needed to find the right volume. You may also want to try experimenting with the different programs in order to find the right profile to fit your hearing.

Your new Fio hearing aids are set to the Mild hearing loss program to start. You can customize the acoustics of your Fio hearing aids through the Lucid Hearing mobile app. You may want to try experimenting with the different hearing loss programs to find the one that sounds the best to you

Choosing the right ear tip

Find your fit with our patented vented eartips. The eartips should fit well enough that the hearing aids feel secure but not too tight. You may need to try all of them to find one you're comfortable with.

1 Vented ear tips

Vented tips are the most natural sounding since they let in ambient sound while also amplifying where needed. It allows for a full range sound but may not be the best for someone with more pronounced hearing loss.

2 Fully closed ear tips

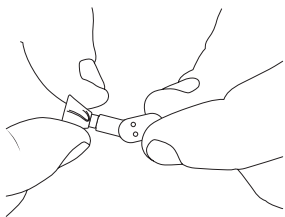
Closed tips are going to give you a more direct sound energy from the hearing aids to be clearer. They will block out more of the ambient sound while allowing more of the direct sound energy from the hearing aids to be louder. These are more suitable for people with more pronounced hearing issues.



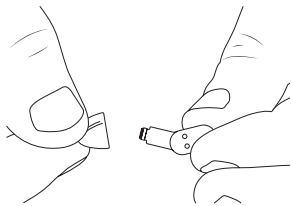
Note: Improper replacement of ear tips could result in the ear tip coming off of the receiver and being lodged in the ear canal.

Replacing the ear tips

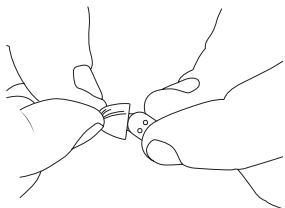
- 1** Gently pull on the tip until it comes off. You may need to twist it using a back and forth motion.



- 2** Align the new tip with the dome facing outward.



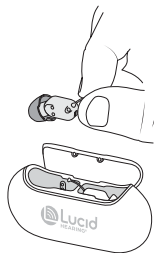
- 3** Press tip onto hearing aid until it is fully on the receiver and the wax stop is flush with the entrance to the dome tip.



How to insert your Fio hearing aids

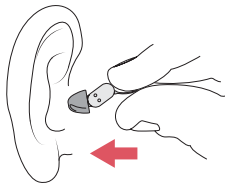
1

Remove Fio from its storage case using the clear removal string attached to the hearing aids.



2

Gently push Fio hearing aid into the ear canal with the removal string facing down.



3

Fio should sit entirely in your ear canal with the removal string hanging out.



How to remove your Fio hearing aids

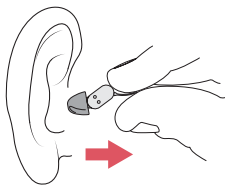
1

Grasp the hearing aid by the removal string.



2

Gently pull the hearing aid straight out of your ear.



3

Place the Fio hearing aids in the charging case. They will automatically turn off.



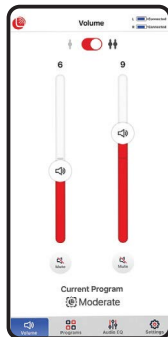
Control through the app

Download the Lucid Hearing App to take full control of your Fio hearing aids. The app allows you to adjust volume, programs, and view battery status while your hearing aids are in the charging case.

Please note: Any changes through the app need to be made while the hearing aids are inside the charging case. When the hearing aids are in your ears you will not be able to make any changes.



Use your phone camera to scan this code and download either the iPhone or Android app, depending on which type of phone you have. You can also search for “Lucid Hearing” in the App Store or on Google Play.



Pairing Fio with the Lucid Hearing app

Make sure your Fio charging case is charged and near your phone. The Lucid App will detect your Fio hearing aids and ask you to pair to it.



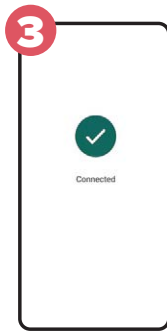
Start-Up

Click next on the Welcome screen .



Find Hearing Aids

Click "Connect" to pair your aids.



Connected!

You can now use the app to make changes.

Programs

Your Fio hearing aids come preset with four scientifically developed acoustic programs. These programs were developed with extensive research in conjunction with the University of Texas at Dallas to cover the majority of the population with mild-moderate hearing loss.

Mild	The most common hearing loss for people with trouble understanding speech.
Moderate	For those with trouble understanding speech, providing a little more help than Mild.
Bass Boost	Moderate with a boost in low frequency sounds such as vowels.
Max	Bass Boost with maximum volume.



Important: Place hearing aids inside the charging case to make any adjustments through the Lucid Hearing App.

Caring for your Fio hearing aids

Taking good care of your Fio hearing aids will ensure long term performance and use. The most common issue is wax buildup and is the easiest to avoid. Check your wax guard regularly and make sure you wipe your hearing aids and ear tips.

Please avoid:

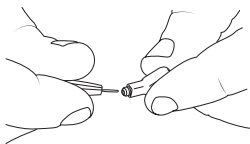
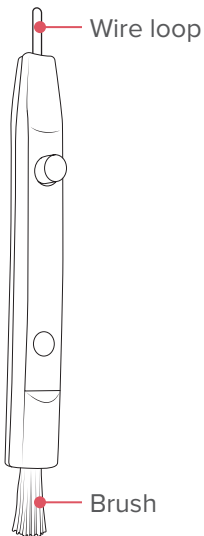
- Wax buildup
- Submerging in water
- Dropping from distances greater than three feet
- Excessive heat for extended periods of time



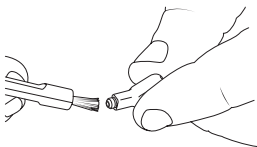
Important: Keep your hearing aids as clean as possible to maintain maximum performance.

How to clean Fio hearing aids

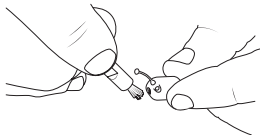
Cleaning tool



Use wire loop
to clean wax
from tips

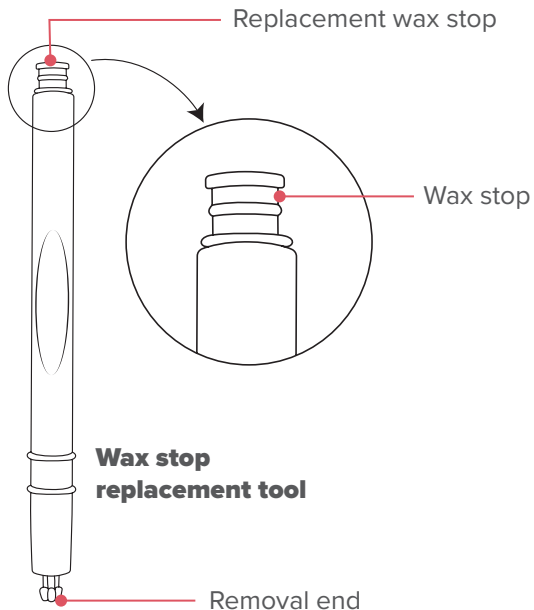


Use brush to
clean wax and
dirt off tip



Brush
microphone
openings

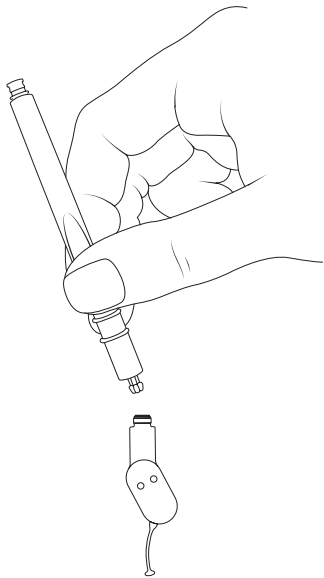
Wax stop



Wax stop replacement

Fio hearing aids have a wax stop in the tip to prevent wax from getting inside the device.

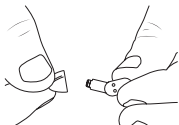
You should check daily for any obstruction to the wax stop. If you see wax inside you can replace it by following the procedure outlined.



Warning: Improper replacement could result in the wax stop coming out of the receiver and being lodged in the ear canal.

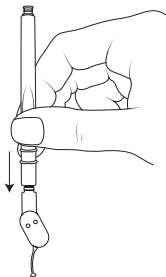
Wax stop removal

- 1** Remove ear tip from the device.



2

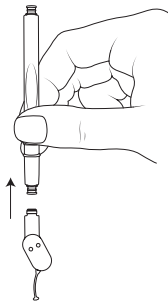
Insert star-shaped removal end of tool into used wax stop.



Push firmly

3

Pull tool up to remove used wax stop.

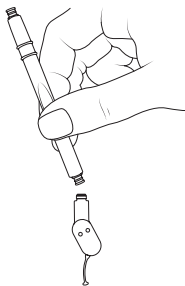


Pull straight

Wax stop removal continued

4

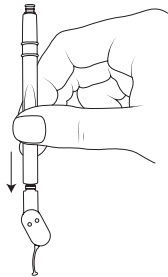
Turn tool over to direct new wax stop towards tip.



Remove used wax stop

5

Insert new wax stop into place and press in firmly.



Remove Tool

Troubleshooting

ISSUE	POSSIBLE CAUSE	SOLUTIONS
No/Low sound output	Low battery	Recharge hearing aids
	Wax build up in the wax stop	
	Volume set too low	Use the app to increase the volume to a comfortable level
	Tip not inserted properly	Re-insert the tip
	Hearing aid damaged	Contact Lucid Hearing Customer service for assistance
	A significant change in your hearing	Contact your hearing health care professional for an exam. Lucid Hearing customer service can recommend a specialist in your area

Still have issues? Reach out to us at **866-202-2527** or chat with us at **engagehears.com** and our specialists will be happy to help you.

Your satisfaction is our number one priority!

ISSUE	POSSIBLE CAUSE	SOLUTIONS
Whistling/ Feedback		
	Tip not inserted properly	Reinsert hearing aid tip
	Wax build-up in the ear canal	Talk to your doctor or a hearing healthcare professional about how to best clean your ears
Lucid Hearing devices won't charge	Charger battery is depleted	Make sure your charger is charged regularly
	Hearing aids inserted incorrectly in charger base	Check for proper insertion
No lights on charger when hearing aids placed inside	Charger battery is depleted	Make sure your charger is charged regularly
Hearing aids not turning off	Not in charger	Place in charger
Device is not comfortable	Tips are too large or too small	Try a different size tip

Chart/Data

Chart/Data



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:

- (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.

Regulatory information:

Please note that these devices are not designed to restore your normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions such as disease, wax blockage, or any physiological conditions you may have.



CAUTION - 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.

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician.

Federal law restrict the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician.

Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of the waiver is not in your best interest and its use is strongly discouraged.

Intended Use:

A wearable sound amplifying device intended to aid adult persons with or compensating for impaired hearing.

The instruments are not intended for infant, small children, or mentally disabled persons.

The average lifespan will vary significantly due to the amount of care provided and the use conditions. On average the life span is approximately 4 years. For the lifespan of consumable items go to engagehears.com for recommendations on maintenance interval and for support.

Special Note:

Your hearing aids are built with the finest quality materials. However, in rare instances an individual may experience sensitivity to the materials used. Please consult with your physician if you exhibit any signs of skin irritation, allergic reaction, or accelerated accumulation of wax.

Should you experience a sensitivity problem, please see your hearing care provider to inquire about special hypoallergenic coatings available to assist with these situations.

Warranty Warning

Please do not attempt to make repairs yourself. Doing so could cause additional damage and will void any warranties.



- **Do not throw** or drop your instruments.
- **Do not immerse** hearing instruments in liquid or water.
- **Do not wear** during bathing, showering, or swimming.
- **Store out of the reach** of children and pets.
- **Do not expose** instruments to excessive heat, such as a stove top, microwave, dashboard of a hot car, or hair dryer.
- **Do not expose** the instruments to chemicals such as hair spray, insect repellent, perfume, or cosmetics.
- **Do not use the product with higher volume** for a long period of time.
- **Do not disassemble** the device.
- **Avoid use in potential explosive** or dangerous situations.
- **Qualified accessories** should be used with this device.
- **Keep the hearing aid clean.** Clear wax build up in ear tips.



WARNING - Children with hearing loss
Device is not for use by those **18 years of age or under.**
Please locate a hearing specialist in your area for help with the hearing loss of a minor.

FCC statement

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

Contains Transmitter Module FCC ID: RWT-FIOCHG

FCC Regulator Statements

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.

NOTE: THE GRANTEE IS NOT RESPONSIBLE FOR ANY CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY THE PARTY RESPONSIBLE FOR COMPLIANCE SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

Environmental Conditions

Storage and Transport: 10 to 30°C

Charge Conditions: 0 to 45°C

Operational Conditions: -20 to 50°C



Etymotic Research, Inc.
61 Martin Lane
Elk Grove, IL 60007

Distributed by: HLT
PO BOX 535596
Grand Prairie, TX 75053 USA

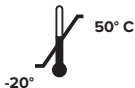


Read Instructions

Transport & Storage



Operational Conditions



Type B applied part

**CAUTION - Battery Safety Information**

Hearing Aid Batteries Are Dangerous If Swallowed

Keep hearing aids out of the reach of children or anyone who may accidentally swallow them. Never put hearing aids in your mouth for any reason. Do not store in pill containers where they may be mistaken for medication and swallowed. Do not attempt to remove batteries from your device see your hearing care professional. Do not use any other rechargeable battery; Batteries of low quality may leak and cause bodily harm. Batteries with incorrect voltage may cause damage to your device. They may explode and cause serious injury. Do not expose your hearing aid to heat, such as an open flame, microwave, or oven. There is a risk that they will explode and cause serious injury.

Visit <http://www.poison.org/prevent/battery.asp> to learn more important information about battery safety.

If a battery or hearing instrument is swallowed, see a doctor immediately and call the National Capital Poison Center, 202-625-3333.



Disposal Of Instruments



Waste from electronic equipment must be handled according to local regulations.



WARNING: Risk of Fire and Burns. Do not Open, Crush, Heat above 60°C/131°F or incinerate. Do not short circuit. If bulges severely, discontinue use.

“Excepted” Lithium Sized Batteries:

Battery Module contains Lithium-ion button cell

UL1642 certified / UN38.3 certified

IEC 62133-2:2017 certified

Rating: 3.8v d.c., 17.5 mAh, 0.067Wh

Charger contains Lithium-ion Polymer Battery

Model PD 502070

Rating: 5.0V, 820mAh, 3.034Wh

UN38.3 certified

IEC 62133-2:2017 certified



fio

powered by **Lucid™**

For questions, please go to
engagehears.com
or call
866-202-2527

We're here to help.