

# Audicus

Instruction Manual  
Dia II

# Thank you for choosing Audicus!

We are excited for you to experience our hearing aids.

If you have any questions, feel free to contact us at 844-616-7284 or [help@audicus.com](mailto:help@audicus.com).

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# Introduction

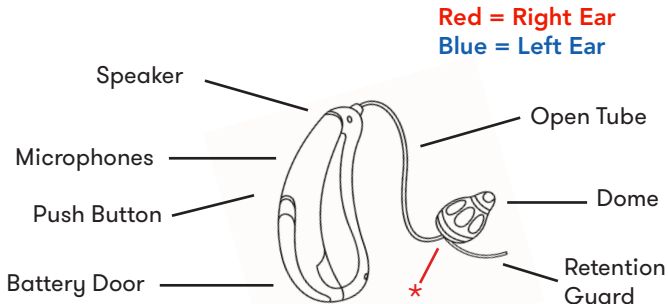
The Dia II is our top-rated hearing aid. It offers high quality sound processing, wireless features, and an ergonomic shell design.

In addition, it has:

1. Open fit
2. Improved speech recognition
3. Superior feedback and noise reduction
4. Sleek, award-winning design
5. Universal sound processor

The Dia II is a sophisticated hearing aid programmed to your hearing loss.

## Dia II

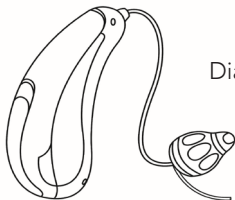


Component	Function
Microphone	picks up sound for the system to process
Speaker	amplifies the outgoing sound
Push Button	changes listening programs
Tube	sends sound into the ear
Dome	holds speaker in place and guides sound into ear
Retention Guard	stabilizes hearing aid while in the ear

*\*There is a number 1, 2, or 3 in **RED** or **BLUE** where end of tube meets dome. Number denotes tube length, while color denotes right (red) or left (blue) ears.*

# What's Inside?

## Dia II

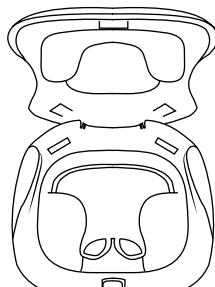


Dia II Hearing Aid

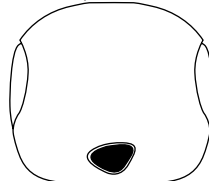
Ear Domes



*\*Domes will vary between 3-5 depending on your hearing loss*



Clam Shell  
(Opened)



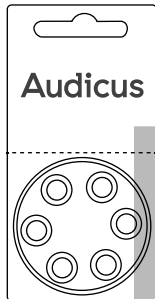
Clam Shell  
(Closed)

# What's Inside?

Manual



Size 312  
Batteries



(Magnetic end  
for extracting  
batteries)



Cleaning Brush

Cleaning Wire



# Batteries

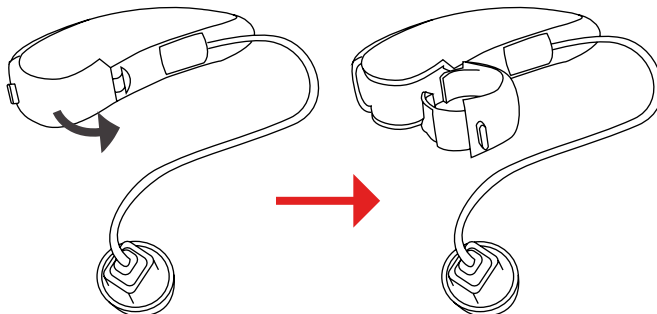
## Battery Compartment

The battery compartment is at the back of the hearing aid, as indicated. Gently pull the tab on the battery door until it snaps open.

## Inserting the Battery

1. Open the battery compartment.

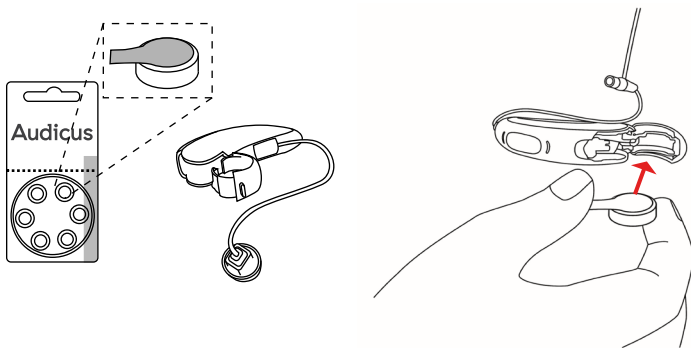
⚠ When opening and closing the battery door, you should never have to exert significant force.





## Inserting the Battery

2. The Dia II uses size 312 batteries. Place battery into battery compartment, with the sticker facing up. Insert the battery from the side.



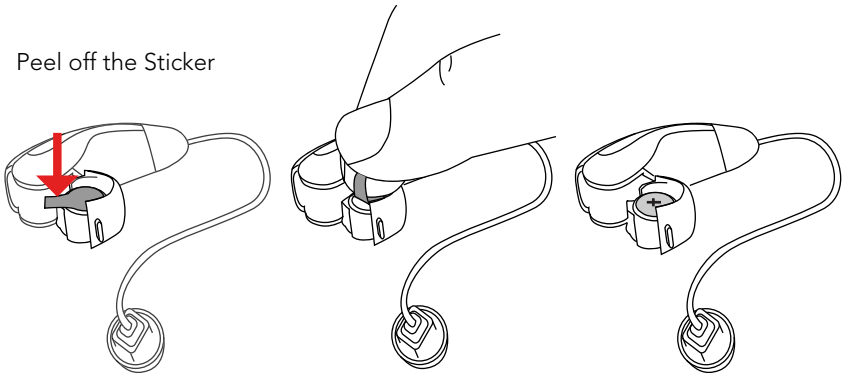
# Batteries

## Inserting the Battery

3. Take off the sticker from the new battery. This activates the battery.

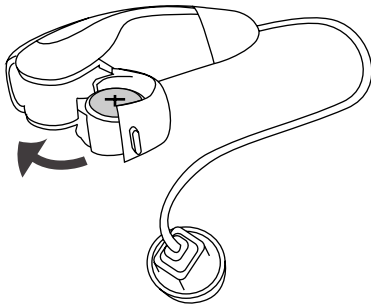
⚠ Please wait a few minutes for battery to develop full output.

Peel off the Sticker



## Inserting the Battery

4. Close the battery compartment completely. The battery door needs to be fully shut to operate. Your hearing aid should now be switched ON.



## Battery Use

When you are not using your hearing aid (e.g. when you go to sleep) we recommend opening the battery compartment completely to preserve battery power. Leaking batteries damage the hearing aid. Please remove battery when the hearing aid is not in use for a prolonged period of time.

## Low Battery Warning

When your battery runs low, the hearing aid will emit continuous beeps.

# Batteries

## Battery Safety

Batteries contain harmful substances that pollute the environment:

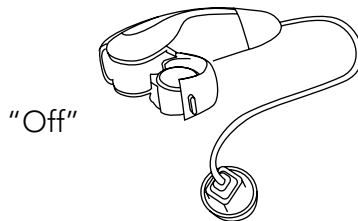
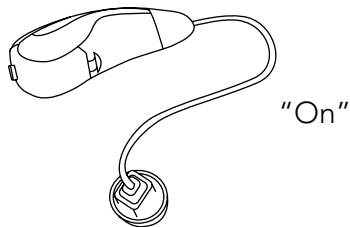
- Do not dispose of batteries in household trash.
- Dispose of batteries according to federal and local regulations.
- Never attempt to recharge batteries that are not rechargeable as this could result in an explosion.
- Keep batteries away from sources of high temperature.
- Keep batteries away from children and pets.
- Do not carry batteries loose in your pocket or purse.
- Do not place batteries in your mouth; if swallowed, consult a physician.

## Switching Your Hearing aid ON / OFF

The Dia II can be switched "ON" or "OFF" through its battery compartment. Shut the battery door with gentle force. When the battery door is closed, the hearing aid is switched "ON."

When the battery door is fully open, the hearing aid is "OFF."

When the hearing aid is not in use, we recommend opening the battery compartment in order to preserve battery power.



# Adjusting in the First Two Weeks

The first two weeks of owning your hearing aid are a crucial time for getting accustomed to the device. We recommend the following:

## 1. Find The Right Size For YOU:

The Dia II comes with a size medium dome. We also provide a variety pack of different sizes to try.

It is important to take the time to try all of these sizes to figure out which fits best. We recommend wearing each size for a couple of hours.

The dome should fit snug in your ear canal like a cork in a wine bottle fit. If the dome is too loose, air will surround the dome and create a whooshing or whistling sound.

## 2. Adjusting To Hearing Again:

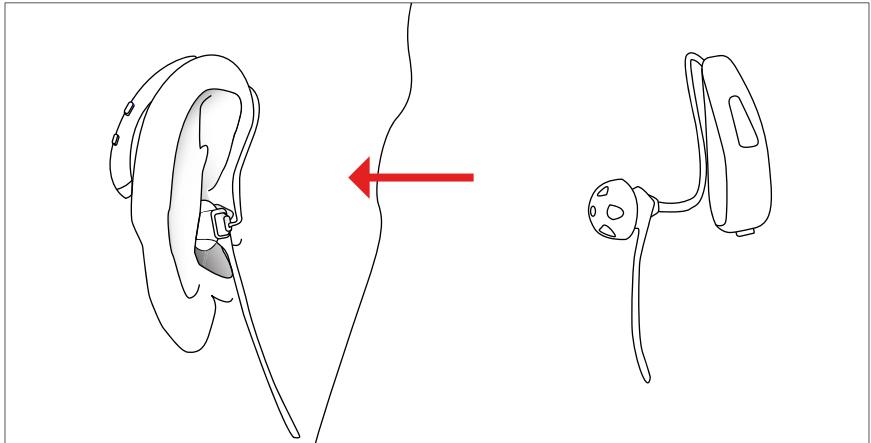
As with any new technology, there may be an adjustment period. This can last up to 12 weeks. You may hear sounds you haven't heard in years; input may sound uncomfortably loud, or even tinny or hollow.

The best way to acclimate to your hearing aids is to wear them in small increments until the sound quality is comfortable and you have adjusted to the new sounds and frequencies you'd been missing out on!

# Wearing the Hearing Aid

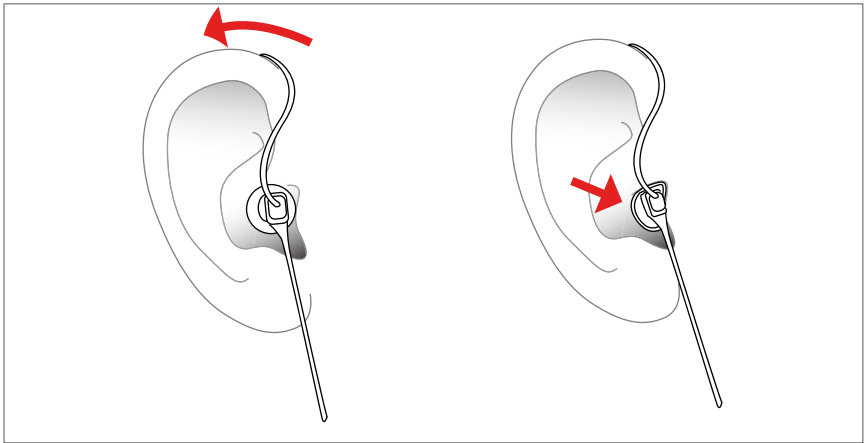
The Dia II can be inserted in 3 easy steps:

1. **Place the hearing aid over the top of your ear,** so that the hard casing is behind your ear and the wire is in front.



# Wearing the Hearing Aid

2. **Push the dome into your ear** until it sits comfortably in the canal and the wire lies flat against the side of your head. The dome should be snug inside the ear canal. You should not see it if placed correctly.

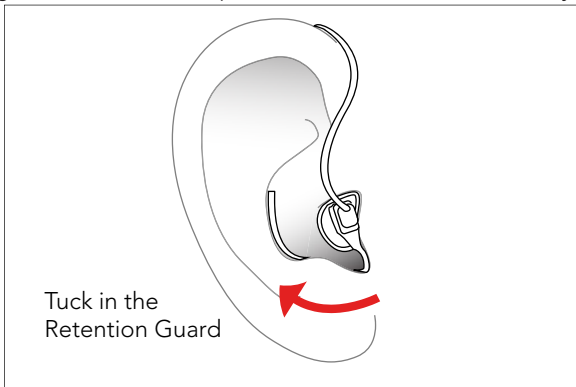




# Wearing the Hearing Aid

## 3. Place the retention guard into the bowl of your ear.

If the retention guard is too long, you can cut it. Be sure to cut only the retention guard and not the open tube, which is used to relay sound.



**To remove your hearing aid,** hold the wire and gently pull the dome out of your ear canal.

# Wearing the Hearing Aid

## Considerations

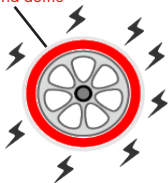
Handle your hearing aid with care when placing it in your ear. If it does not feel comfortable, do not attempt to alter the shape of the tube or casing. Always wear the hearing aid with the dome fully attached.

Do not use broken domes. If a dome becomes lodged in your ear, contact a medical professional for removal. If you feel physical discomfort or experience irritation, contact Audicus and/or a hearing professional.

## Sizing: Must Seal the Canal ⚡ = whistling

1. Too much space between dome and canal

space between canal and dome



2. Space between dome and canal is reduced but still leaks out sound



3. Dome fits properly and seals the canal



# Wearing the Hearing Aid

## Domes and Tubes

At some point you will have to replace the domes tubes due to normal wear and tear. Replace every 2-3 months.

You can purchase replacements from [www.audicus.com/shop](http://www.audicus.com/shop).

### ⚠ About domes:

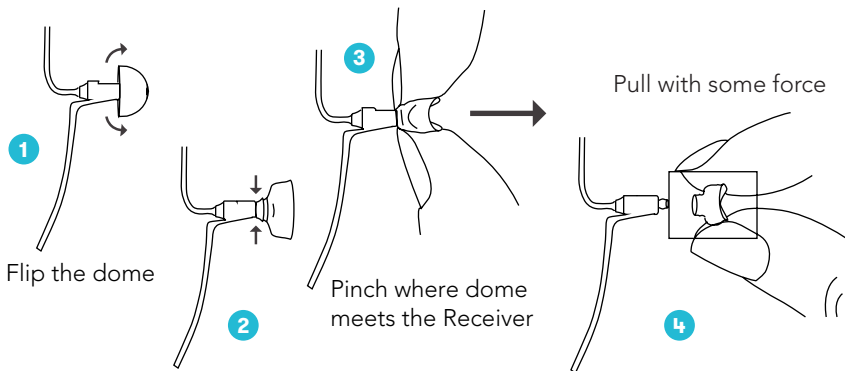
- If the dome remains in your ear, have it removed by a medical professional.
- Replace dome if it breaks.
- Insert the open tube unit with the dome carefully and not too deeply into the ear.



# Wearing the Hearing Aid

To Remove the Dome:

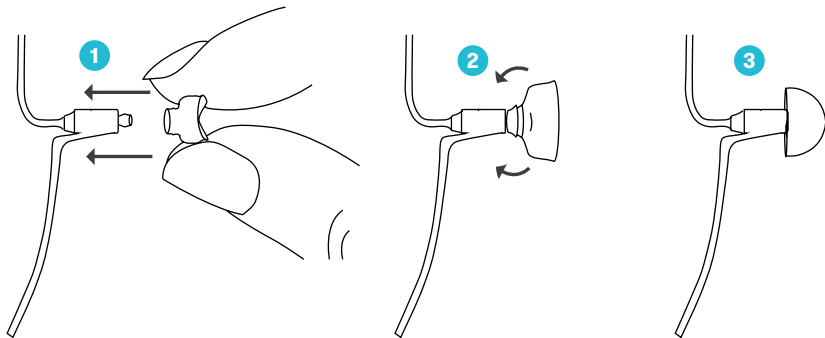
1. **Flip the dome** upside down.
2. **Identify** where the end of dome meets the end of the tube.
3. **Insert your fingernails** between the dome and tube, then pinch.
4. **Pull** the dome off.



# Wearing the Hearing Aid

To Attach the Dome:

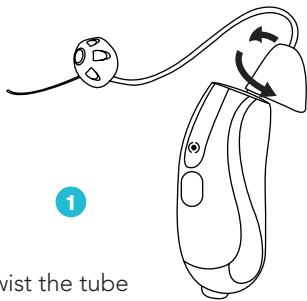
1. **Place new dome** over the end of the tube.
2. **Press until the dome attaches** onto the receiver.
3. **Make sure that the ear dome is securely fastened.** You should be able to tug it slightly without removing it.



# Wearing the Hearing Aid

To Remove/Attach Tube:

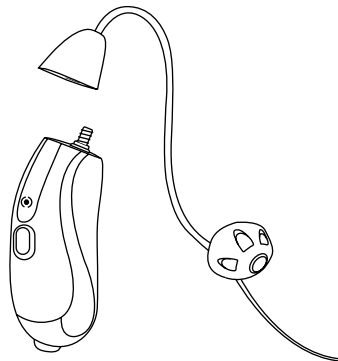
Unscrew the old tube from your hearing aid by rotating the tube counterclockwise. To attach the tube, rotate it in clockwise.



1

Twist the tube  
counterclockwise

2



# Volume Programs

The Dia II comes with a universal program. It detects and adapts to your environment and renders the correct amplification and hearing support.

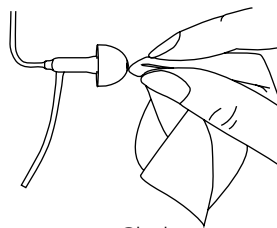
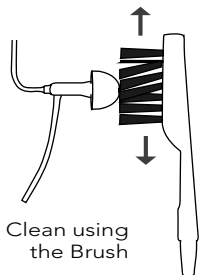
<b>Configuration</b>	<b>How to Increase Volume</b>	<b>How to Decrease Volume</b>	<b>Volume Steps Configuration</b>
<b>Single Dia II</b>	Press Button	N/A (cycles to baseline)	5 louder only
<b>Pair of Dia IIs</b>	Press button on right hearing aid	Press button on left hearing aid	5 louder and 10 softer

If you have a single Dia II, you can only cycle between default volume and the 5 louder steps using the button. After the loudest step, your Dia II returns to default volume.

If you have a pair of Dia IIs, or a single Dia II with a volume remote, you can go up 5 steps in volume from the baseline and down 10 steps. When you hit the highest volume, you'll hear a double tone implying you've hit the top volume level. You can decrease the volume 10 steps. When you hit the very bottom, you'll hear a double tone again.

# Cleaning

Accumulated earwax can cause diminished sound quality. We highly recommend cleaning the domes and tubes regularly to prevent damage and avoid health problems. Domes and tubes should be replaced every 2-3 months due to regular wear and tear.



Clean domes and tubes right after removing the hearing aids. This way, earwax cannot dry and harden. Remove earwax with a soft tissue. If necessary, moisten the tissue with a cerumen solvent. Keep hearing aid dry and clean at all times. Do not submerge it in water or cleaning solution.

Use tube and dome mold only in the manner described in the user guide. Never use domes worn by someone else or if dirty, torn, or disfigured. Only use original domes and receivers provided by Audicus.

**⚠** Domes are easily damaged when handled incorrectly.

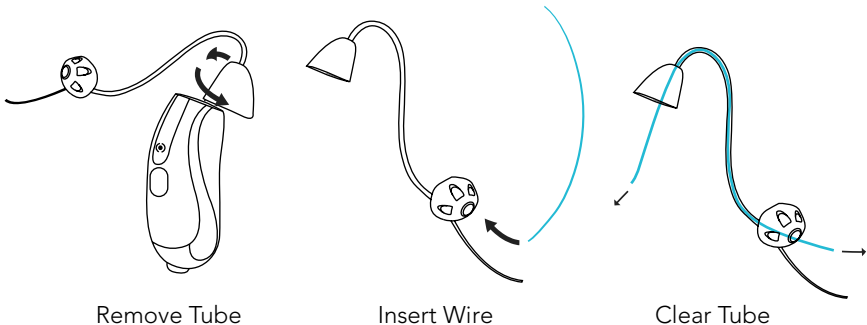


# Cleaning the Tube

Accumulated earwax in the tube will block sound. We recommend cleaning the ear dome and tube regularly to prevent damage and health problems.

Unscrew the tube from the hearing aid, then clean the tube and ear dome on the outside with a dry cloth. Use the cleaning wire to extract debris out of the tube. The wire should be inserted through the ear dome and pushed all the way through the tube and out.

Once it is cleaned, screw the tube back on.



# Maintenance and Use

## Use

Your Dia II is a very durable hearing aid, if handled with care. Therefore, be particularly careful in the following everyday circumstances:

### Moisture

Moisture is one of the main causes of hearing aid failure. Protect your aid from moisture at all times.

Never wear your hearing aid in the shower, bath, sauna or while swimming.

Always keep the aid protected when out in the rain.

If the hearing aid becomes wet, remove the battery and ensure the aid is dry before using it again.

Never subject your hearing aid to hairspray, sunscreen, aftershave, perfume, gel, cream or other cosmetic/medical products.

In areas of high humidity, periodically remove the hearing aid and put it in a warm place to dry out.

Note: Your hearing aid is sensitive to extreme heat, high humidity, strong magnetic fields ( $>0.1T$ ), X-Rays, and mechanical stress.

# Maintenance and Use

## Temperature

Keep your hearing aid away from sources of high temperature at all times.

Keep it away from fires, stoves, heating systems, boilers or other heating sources.

Do not wear your hearing aid when using a hair dryer.

Do not leave your hearing aid exposed to direct sunlight for an extended period of time.

## Storage

Always remove the battery from the hearing aid when not in use for extended periods.

Always store your hearing aid in its case, in a clean and dry environment.

Keep your hearing aid from children and pets.

Consider a hearing aid dehumidifier for most effective storage.

# Maintenance and Use

## Other

Do not allow others to use your instrument.

Do not wear your Dia II when conducting an X-ray or MRI scan, when exposed to strong magnetic field, high frequency field, or shortwaves.

Electromagnetic field effects cannot be ruled out when wearing a Dia II.

Handle the hearing aid over a flat surface, such as a table, to avoid dropping it.

Do not alter or attempt any repairs on the hearing aid, as it will void the warranty.

Do not place your hearing aid in the microwave.

In some countries, restrictions on the use of wireless equipment may apply; consult local authorities for more information.

**WARNING:** Choking hazard—small parts.

# Technical Information

The Dia II is manufactured by Hansaton Akustik GmbH Germany and distributed in USA by Audicus.

FCC-ID: WU7-WL002BTE

Operating frequencies:  $F_c = 3.28$  MHz

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

This device complies with Part 15 of the FCC Rules. Operation is subject to the following 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.

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.

# Returns and Warranty

## The Audicus 100% Happiness Guarantee

If for any reason you are not satisfied with your Audicus hearing aid, you may return it within 45 days after ship date for a full refund of the original purchase price. The trial starts on the day we ship the hearing aid from our facility and must be postmarked for return by the 45th day in order to qualify for a full refund.

We may not maintain this guarantee if the hearing aid has been modified, tampered with, damaged or repaired by the user. Please see the return instructions on the Audicus website.

## Manufacturer Warranty

All our hearing aids come with a full 12 month manufacturer guarantee that covers manufacturing defects. The guarantee will not be valid if the hearing aid has been modified or damaged by the user, if the serial number has been altered, or if repairs have been made without the consent and knowledge of Audicus.

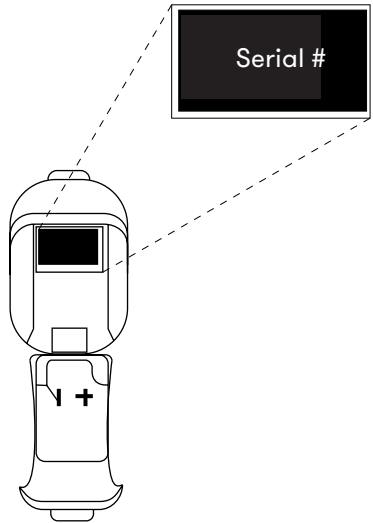
If your hearing aid stops functioning correctly and you believe you have a guarantee case, please see return instructions on [www.audicus.com](http://www.audicus.com).

## Loss, Damage and Repairs

If you lose or damage your hearing aid, contact us for a discount on your next pair. Also, feel free to contact us if you think your hearing aid needs repair.

# Serial Identification

You can find your serial number inside the hearing aid. If you open the battery door, you will see a series of numbers.



# FDA Information

## **Use your hearing aid all day long**

The best way to ensure better hearing is to practice listening with your hearing aids until you are able to wear them comfortably all day. Generally, infrequent use of the hearing aid does not provide you with the full benefit of amplification.

Your hearing aid will not restore normal hearing. Hearing aid will not prevent or improve hearing impairment resulting from a physiological condition. Hearing aid will help you to make better use of your residual hearing.

The use of hearing aids is only part of hearing rehabilitation; auditory training and lip reading instruction may be required as well.

## **Possible Side Effects**

The hearing aid or earmold is a custom-made product. If you are experiencing discomfort, see your audiologist or hearing care professional immediately for modification of the hearing aid or earmold at the point of irritation. A hearing aid or earmold may cause an accelerated accumulation of cerumen (earwax). Also in rare cases, the otherwise nonallergenic material may cause a discharge from the ear, allergic reaction, or any other unusual condition. Please seek immediate consultation with a physician if these conditions occur.

## **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 of any other available information concerning the prospective user, that the prospective user has any of the following conditions:

(Continued on pg. 33)



## **Warning to Hearing Care Professionals (continued):**

- (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.

## **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.

# FDA Information

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing care professionals now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Federal law restricts the sale of hearing aids to those individuals who have not obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the nominal fee after which you may decide if you want to purchase the hearing aid or medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such waiver is not in your best interest and its use is strongly discouraged.

## **Children with Hearing Loss**

In addition to seeing a physician for a medical evaluation, a child with hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with hearing loss.

## **Identification Information**

The date of manufacture is incorporated into the serial number. The warranty is based upon the date of purchase, not date of manufacture.

The serial number may look like this: AE12345. The first letter of the serial number refers to the month of manufacture of the hearing aid. For example, A to M is Jan to Dec, N to Z also denote Jan to Dec. The second letter refers to the year, where every two consecutive letters can be used in one-year increments. For example, the letters E and F denote 2013, the letters G and H denote 2014, and so on. Note that the letters I and O are not used in serial numbers, and letters J and K are not used for the year 2015.

# Warnings and Side Effects

## Magnets

Magnets may interfere with medical devices (e.g. pacemakers and magnetic valves).

Use magnet only if confident of safe distance, e.g. 4 in. (10 cm) of pacemaker.

Keep magnets away from children; if swallowed seek medical attention immediately.

Magnets can disturb electrical devices and delete stored data.

Keep magnets away from computers, color monitors, television sets, CD, smartphone screens, video and audio discs, and other electronic equipment/devices.

## Functionality

Your hearing aid has been set up so that changes in volume and programs are synchronized.

One remote can be coupled with a single or a pair of aids. If hearing aids are controlled by someone else's remote, please contact Audicus.

If you purchase a single aid and decide to order a second, you must send back the unit so that the aids can be coupled and synchronized; also include the remote control.

If you purchase a remote control after initial purchase, you must send the aid(s) back to Audicus so that they can be synchronized.

The performance of Bi-com/i-com 2 (the coupling technology) may be affected by electromagnetic interference, e.g. from a computer monitor or halogen lamp system controlled by a switching power supply.

# Warnings and Side Effects

## Other Warnings

Audicus hearing aids are intended to improve hearing of hearing impaired persons. Diagnosis of hearing loss and prescription of hearing aid must be performed by a hearing health specialist (e.g. ENT specialist, audiologist, or hearing professional). They are not intended for anyone under 18 years of age.

Do not use your hearing aid or remote control in potentially explosive environments.

If you experience dizziness, drainage or bleeding from the ear, or sudden hearing loss, see your physician immediately.

Consult a licensed physician if you have ear canal blockage, a lasting ear infection or a plugged up feeling.

Consult a licensed physician if you have ringing in one or both ears within last 90 days.

Keep hearing aids out of the reach of children, pets, and individuals with diminished mental capacity.

Hearing aids should be used only as directed and adjusted by your trained hearing aid professional.

A hearing aid may stop functioning, e.g. if the battery goes dead. You should be aware of this possibility, in particular if you are in traffic or otherwise depend on warning sounds.

Do not switch hearing aids between ears or allow others to wear or use your hearing systems.

Do not insert aid if foreign object is inside ear canal. If dome is stuck inside canal, seek a medical professional immediately.

Hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic compounds.

In most cases, infrequent use of a hearing aid does not permit user to attain full benefit from it.

The use of the hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lip reading.

# Contact Us

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