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› [Audien Hearing](#) /  
› [Audien ION Wireless Rechargeable OTC Hearing Aid User Manual](#)

## Audien Hearing ION

# Audien ION Wireless Rechargeable OTC Hearing Aid User Manual

Brand: Audien Hearing | Model: ION

## INTRODUCTION AND OVERVIEW

The Audien ION hearing aid is designed to provide clear, high-quality sound for individuals seeking an over-the-counter hearing assistance device. It features a comfortable, discreet design and incorporates advanced digital technology for an enhanced listening experience.

Key features include:

- **Digital Sound Processing:** Provides clear sound amplification.
- **4 Environmental Modes:** Allows adaptation to various listening environments.
- **Background Noise Reduction:** Minimizes distracting ambient sounds.
- **Feedback Cancellation:** Reduces whistling or buzzing.
- **Dual Directional Microphones:** Four microphones total (two per unit) for improved sound capture.
- **100% Rechargeable:** Wireless magnetic charging with a 20-hour battery life per charge and a charging case that holds up to 3 full charges (60 hours total).
- **Comfortable Fit:** Patent-pending design with proprietary material and 9 earbud options (3 styles, 3 pairs each) for a personalized fit.



Image: Audien ION hearing aids in their charging case, alongside the product packaging. This illustrates the complete product set.

## SETUP

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### 1. Initial Charging

Before first use, fully charge your Audien ION hearing aids and their charging case. The charging case provides wireless magnetic charging for the devices.

1. Place both hearing aids into their respective slots in the charging case. Ensure they are seated correctly for magnetic connection.
2. Close the charging case cover.
3. Connect the charging case to a power source using the provided power adapter and cable.
4. The charge indicator lights on the case will illuminate to show charging status. A full charge typically takes approximately 2 hours for the hearing aids, providing up to 20 hours of use. The case itself holds up to 3 full charges (60 hours).


**2 Hour charging time**
**20 Hour battery life**
**100% Rechargeable**
**Case holds 3 full charges**
**NO BATTERIES TO REPLACE... EVER**

Image: Diagram illustrating the components of the Audien ION charging case, including the charging case cover, left and right charging ports, left and right charge indicators, and the main charge case indicator light. It also highlights the 2-hour charging time, 20-hour battery life, and the case's capacity for 3 full charges.

## 2. Customize Fit and Ear Tip Selection

Proper fit is crucial for comfort and optimal sound quality. The Audien ION comes with 9 ear tips in 3 styles and 3 sizes (small, medium, large) to ensure a secure and comfortable fit.

1. Select an ear tip that feels comfortable and creates a good seal in your ear canal. Experiment with different sizes and styles to find the best fit.
2. Gently attach the chosen ear tip to the ear tube of the hearing aid. Ensure it is securely fastened.
3. Carefully insert the hearing aid into your ear, positioning the main body behind your ear and the ear tip inside your ear canal. The ear tube should curve naturally over the top of your ear.

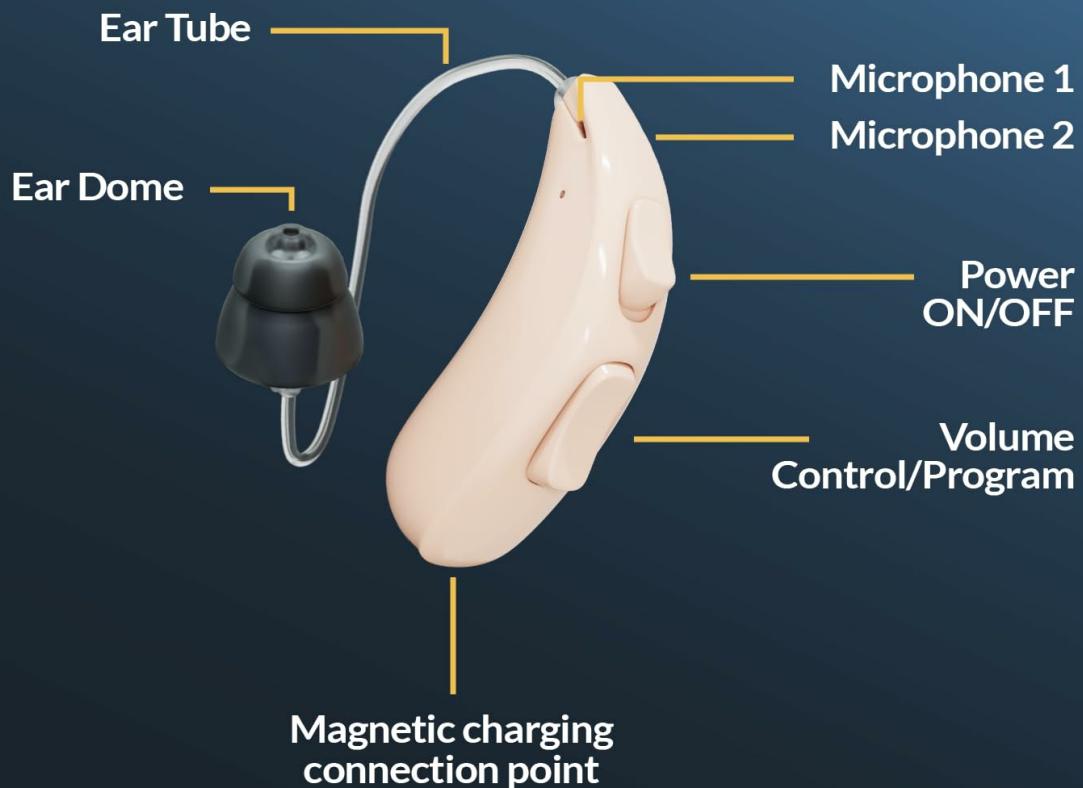


Image: Diagram illustrating the components of the Audien ION hearing aid, including the ear tube, ear dome (ear tip), Microphone 1, Microphone 2, Power ON/OFF button, Volume Control/Program button, and the magnetic charging connection point.



Image: Close-up view of the Audien ION hearing aids, showing the compact design and the ear tube with attached ear tip.

## OPERATING INSTRUCTIONS

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### 1. Power On/Off

To power on the hearing aid, press and hold the Power ON/OFF button (refer to component diagram in Setup section) for a few seconds until you hear an audible indicator. To power off, press and hold the same button until you hear the power-off indicator.

### 2. Adjusting Volume

The Audien ION features a Volume Control/Program button. Short presses on this button will cycle through volume levels. Adjust the volume to a comfortable listening level for your environment.

### 3. Changing Environmental Modes

The Audien ION has 4 environmental modes designed to optimize sound in different settings. To switch between modes, press and hold the Volume Control/Program button for a longer duration (e.g., 2-3 seconds) until you hear an audible prompt indicating the mode change. Cycle through the modes to find the one best suited for your current environment (e.g., quiet, noisy, outdoor, music).

## MAINTENANCE

Regular maintenance ensures optimal performance and longevity of your Audien ION hearing aids.

## 1. Daily Cleaning

- After each use, gently wipe the hearing aid body and ear tip with a soft, dry cloth to remove any earwax or debris.
- Use the provided cleaning brush to carefully clear any wax from the ear tip opening and microphone ports.
- Do not use water, cleaning solutions, or alcohol directly on the hearing aids, as this can damage the electronic components.

## 2. Ear Tip and Wax Guard Replacement

Ear tips should be replaced periodically, especially if they become stiff, discolored, or damaged. The wax guards, located at the end of the ear tube, prevent earwax from entering the hearing aid. Replace them if you notice a decrease in sound quality or blockages.

- To replace an ear tip, gently pull the old tip off the ear tube and push a new one firmly into place.
- To replace a wax guard, use the wax guard removal tool (if provided) to extract the old guard and insert a new one.

## 3. Storage

When not in use, store your Audien ION hearing aids in their charging case. This protects them from dust, moisture, and physical damage, and keeps them charged for the next use. Store in a cool, dry place away from direct sunlight and extreme temperatures.

## TROUBLESHOOTING

If you experience issues with your Audien ION hearing aids, try the following troubleshooting steps:

Problem	Possible Cause	Solution
No Sound / Weak Sound	Low battery; Ear tip or wax guard blocked by wax; Hearing aid is off; Volume too low.	Charge the hearing aids; Clean or replace ear tip/wax guard; Power on the hearing aid; Increase volume.
Whistling / Feedback	Improper fit; Ear tip too small or loose; Earwax buildup in ear canal.	Re-insert the hearing aid for a snug fit; Try a larger ear tip; Consult a healthcare professional for earwax removal.
Charging Issues	Hearing aids not seated correctly in case; Charging cable or adapter faulty; Case not connected to power.	Ensure hearing aids are properly placed in charging slots; Try a different cable/adapter; Verify power connection.
Sound is Distorted	Ear tip or microphone port blocked; Device malfunction.	Clean ear tip and microphone ports; If problem persists, contact customer support.

If these steps do not resolve the issue, please refer to the Warranty and Support section for further assistance.

## SPECIFICATIONS

Feature	Detail
Product Dimensions	5.89 x 4 x 2 inches; 7 ounces
Item Model Number	ION

Feature	Detail
Batteries	2 Lithium Ion batteries required (included)
Date First Available	April 30, 2024
Manufacturer	Audien Hearing
ASIN	B0D3262297
Country of Origin	China
Color	Tan
Material	Resin, Plastic
Model Name	FAC031
Power Source	Battery Powered

## **WARRANTY AND SUPPORT**

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For warranty information, technical support, or any questions regarding your Audien ION hearing aid, please contact Audien Hearing customer service directly. Details for contacting support are typically found on the product packaging or the official Audien Hearing website.

Please have your product model (ION) and ASIN (B0D3262297) ready when contacting support for faster service.