



OTC

• AUDIEN

ion PRO

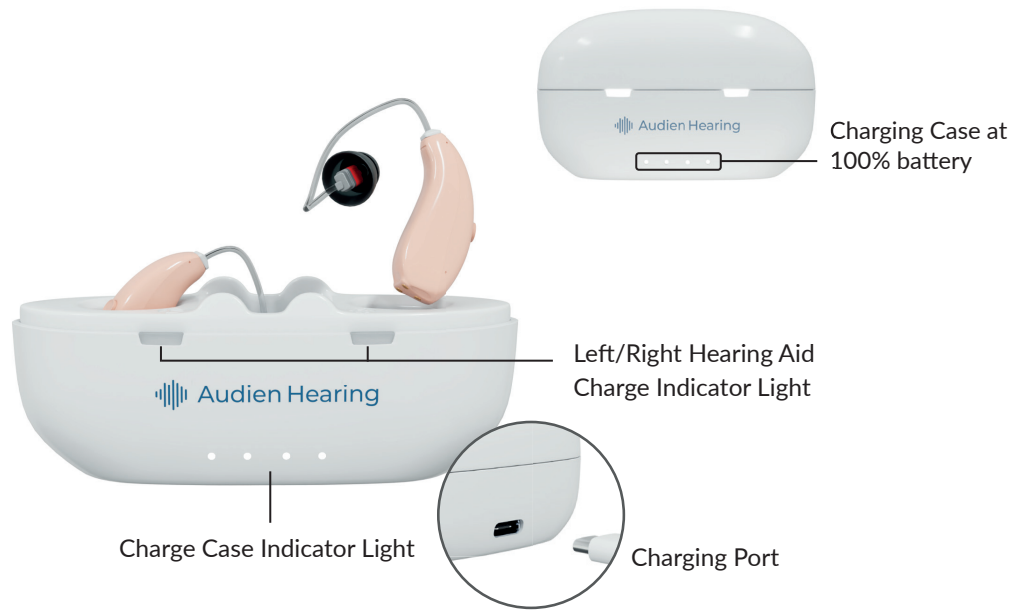
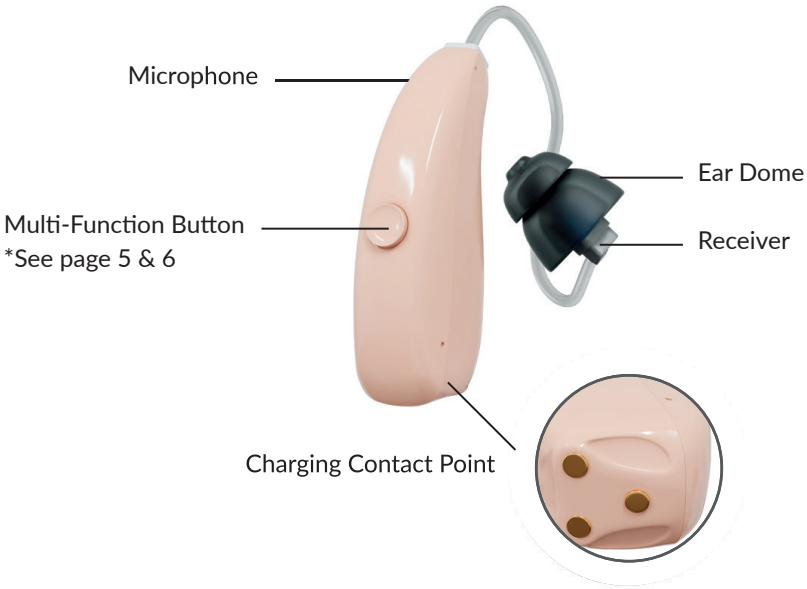
USER MANUAL

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

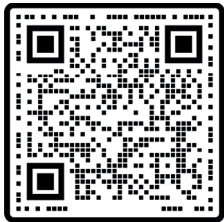
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DEVICE DIAGRAM



## 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 or visit your devices app store to manually search for the ion Pro app.

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



If you need assistance connecting your ion Pro to your phone, call customer support **(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.

## **The Audien ion Pro has multiple functions**

**There are 3 operating functions for the Audien ion Pro hearing aid when connected to your phone.**

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

## **Other App Features:**

- Select Your Hearing Profile
- Turn background noise reduction on and off
- Turn whistling suppression on and off
- Adjust the transparency level while streaming audio

All controls can be accessed in the app



Device controls:

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



Hearing aid function:

Action	Function
Short press	Volume increase
Quick double press	Volume decrease
Long press (2 seconds)	Change environmental mode



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

Action	Function
During streaming – Short press	Volume increase
During streaming – Quick double press	Volume decrease
Long press (2 seconds) – Long press	Pause streaming



Hands free calling function:

Action	Function
Incoming call – Short press	Answers call
During call – Short press	Volume increase
During call – Quick double press	Volume decrease
Long press (2 seconds)	Hang up call

## PACKAGE CONTENTS



Audien ion Pro  
Hearing Aids



Ear Domes



Wax Guard  
Replacement Kit



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. 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.

**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.

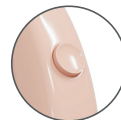


ON

**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 multi-function button for 6 seconds. Power on by holding the multi-function button for 3 seconds.

## Wearing the Audien ion Pro



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



**Step 2:** Gently wrap the Audien ion Pro 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 Multi-Function Button

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



## Environmental Modes

### Hands-On Adjustment

Press & hold the hearing aid multi-function button for 2 seconds to switch between modes. The number of beeps demonstrates which mode your device is in. If you continue after mode 3, the device will cycle back to mode 1.

- 1 **Crowd**
- 2 **Conversation**
- 3 **TV**

## Adjusting Volume Using The Multi-Function Button

To adjust the volume on your hearing aid manually, short press the multi-function button to increase the volume. The hearing aid will long beep once for each volume increase and double beep when maximum volume is reached.

Quick double press the multi-function button to decrease the volume. The hearing aid will short beep for each volume decrease and double beep when the minimum volume is reached.

Action	Function
Short press	Volume increase
Quick double press	Volume decrease

We recommend using the app to control & operate your device for best & easiest performance.

# 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.

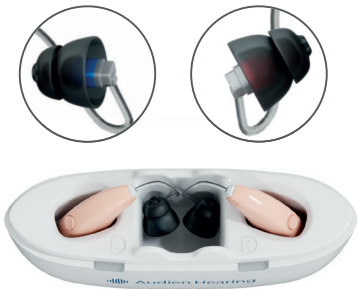
# Charging The Units

## Step 2

Insert the Audien ion Pro 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.

CASE BATTERY LEVEL		
		25%
		50%
		75%
		100%

★ 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.



When the hearing aids are charging, the two Hearing Aid Indicator Lights are on.  
4 white lights indicate the charge level of the Charging Case.



When the Charging Case is plugged in, blinking white lights indicate the Charging Case is being charged.



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

## 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](https://audienhearing.com) to order new domes and other accessories.

## Cleaning Your Audien ion Pro

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

- Keep your Audien ion Pro 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

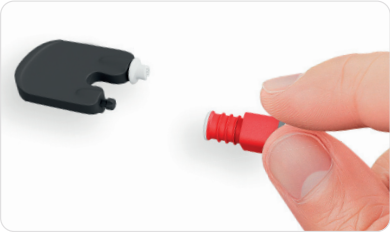
Remove the Ear Domes & locate the Wax Guard Replacement Kit.



New Waxguard

Empty End

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.



## Are you having trouble connecting to Bluetooth?

Turn on Bluetooth on your mobile device.

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

If you need assistance connecting your ion Pro to your phone, call customer support (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 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.

Are you having trouble with no sound or not working?

- Change your wax guards.
- Clean all charging connectors, ensure there is nothing obstructing the charging port. Fully charge the device, then try using them again. Be sure that both devices are secure in their Charging Case, making a firm connection.
- Remember that it’s expected for your device to NOT feel normal for the first few weeks. Focus on using your devices every day for a few weeks, and you will become acclimated to the device.

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/ionPro-manual](https://audienhearing.com/pages/ionPro-manual)

FCC ID: 2A7JZ-002408

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.

Please see the label for the Production date.