



fio[®]

PREMIUM
RECHARGEABLE
OTC HEARING AIDS

Android or iOS device
required to use the
hearing aids

MANUAL
ENGLISH



**WE'RE HERE TO HELP YOU SET UP YOUR
HEARING AIDS FOR THE BEST FIT & EXPERIENCE**

PHONE: 800-785-6052

EMAIL: customerservice@lucidhearing.com

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.

WARNING: If you are younger than 18, do not use this.

You should talk to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 or older.

This OTC hearing aid is for users who are 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.

WARNING: When to See a Doctor

If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (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 you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to 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, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.

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 ear tip, 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 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 FDA about injuries, malfunctions, or other adverse events.

To report a problem involving your hearing aid, you should submit information to 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 <https://www.fda.gov/Safety/MedWatch>, or call 1-800-FDA-1088.

You can also download a form to mail to the FDA.

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What's Inside



fio
Hearing Aids



Charging Case



Micro-vented

Vented

Fully Closed

6 pairs of Ear Tips



Cleaning Tool

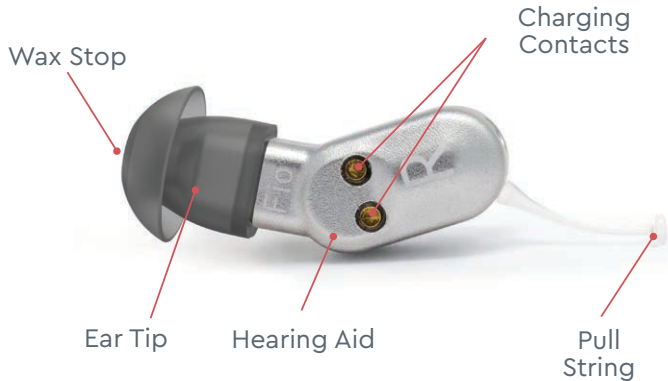


10 Wax Guards
with Wax Stops



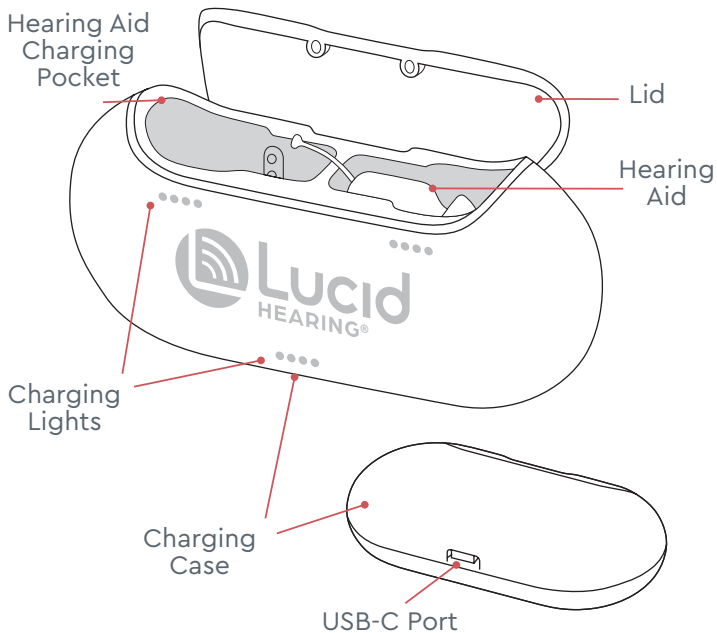
USB-C
Charging Cable

Getting to Know fio



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

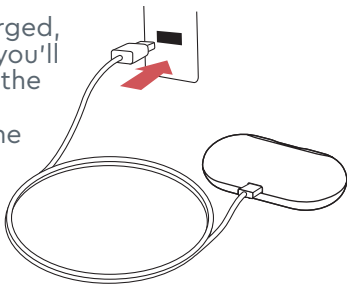
Getting to Know fio Charging Case



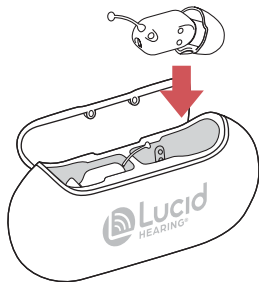
1 Charging case

Your Fio comes partially charged, but for the best experience you'll need to charge it fully using the included USB-C cable. Plug one end of your cable into the back of your charging case and the other end into a power source.

Charging fio



2 Place fio in its case with the pull string facing upward and to the middle of the case



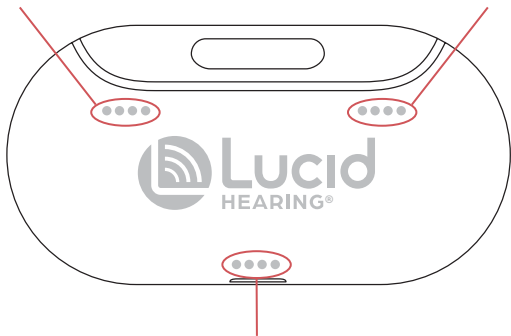
Hearing aids turn off and begin charging once placed inside the charging case. Hearing aids are fully charged when the row of 4 lights on the top are all illuminated. (~3 hours) (See page 13). Our case holds 4 charges for UP TO 64 hours of total use.

Charging 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.

Left Hearing
Aid Charging
Lights

Right Hearing
Aid Charging
Lights



Charging Case Lights

LED Charging Lights

25% Charged



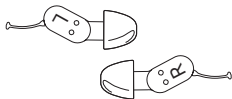
50% Charged



75% Charged



100% Charged



Fully depleted hearing aids require 3 to 4 hours to be fully charged



Fully depleted charging case require less than 3 hours to be fully charged

Choosing the Correct Ear Tip

Find your fit with our patented vented ear tips. The ear tips 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.



Note: Improper replacement of ear tips could result in the ear tip coming off of the fito and being lodged in the ear canal. Refer to page 16 for proper ear tip replacement.

Fully Closed

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.

Vented

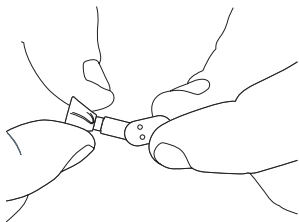
Vented tips are the most natural sounding since they let in ambient sound while also amplifying where needed. It allows for a full range sound but may not be the best for someone with more pronounced hearing loss.

Micro-vented

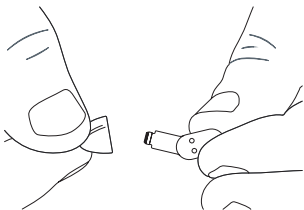
The micro-vented dome tips are designed for a smooth and transparent sound that accommodates a tighter fitting ear canal while still allowing an adequate amount of ambient sound in.

Replacing the Ear Tips

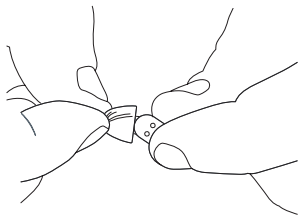
- 1** Gently pull on the tip until it comes off. You may need to twist it using a back and forth motion.



- 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.



Wearing Your Hearing Aids

When inserting your hearing aids for the first time, there can be feedback (whistling) if your hearing aids are not fully inserted or you do not have a good seal.

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.

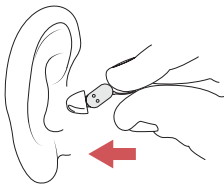
Your new fio hearing aids are set to the Mild hearing loss program to start. You can customize the acoustics of your fio hearing aids through the Lucid Hearing mobile app. You may want to try experimenting with the different hearing loss programs to find the one that sounds the best to you.

How to Insert Your 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.

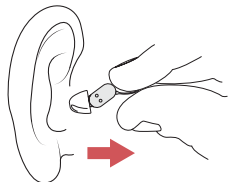


How to Remove Your Hearing Aids

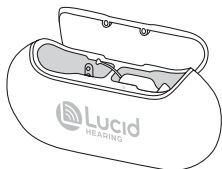
- 1** Grasp the hearing aid by the removal string.



- 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.



Download the Lucid Hearing App®



Lucid Hearing App featuring LucidShape

Comprehensive personalization with the ability to manage acoustics across any listening environment.

- Fine-tune your listening for the most customized experience with LucidShape
- Control the left and right hearing aids together or independently





For ease, use your phone camera to scan this code to download either the Apple or Android app, depending on which device you have.

You can also search for
"Lucid Hearing" in the App Store
or on Google Play.

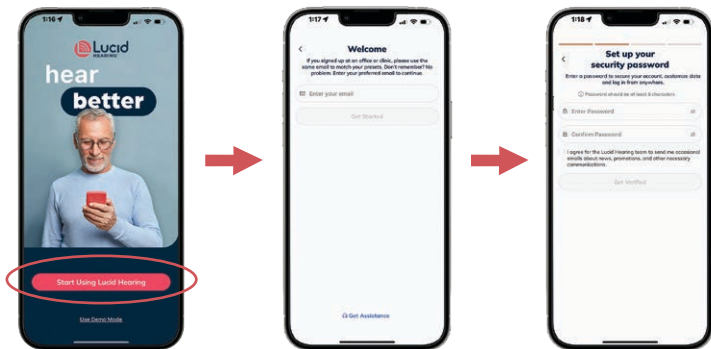


Check your phone compatibility at
www.lucidhearing.com/mobile-phone-compatibility

Pairing/Connecting to the Lucid Hearing App

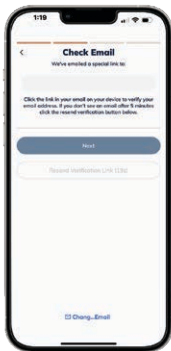
Open the app and follow these steps:

Once your app is downloaded, open the app and your first screen will be a welcome screen. Click on **Start Using Lucid Hearing** and begin the sign-up process.



Customers with a current Lucid Hearing account:

Use the email associated with your profile. If you already have a password set up, log in and enter that password. If you do not have a password currently set up, then create a new password to protect your account.

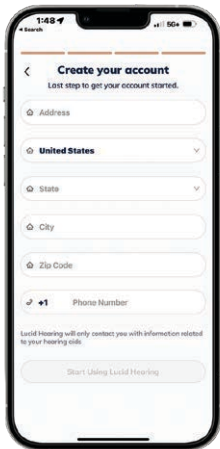
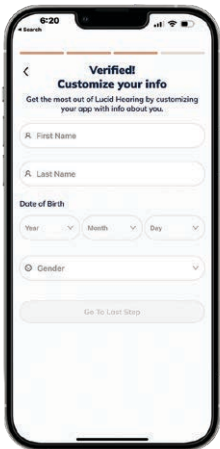


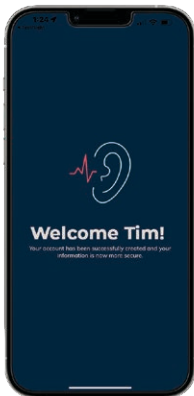
Customers without a current Lucid Hearing account:

If this is your first time as a customer, use any email you prefer. After creating a password, the system will generate an email to confirm your account. Check your junk mail if you don't see it.

The Lucid Hearing App

Once you've received the email and clicked on the link to confirm, you're ready to create your account and start navigating the app.





Once complete, you'll be greeted by a welcome screen.

Within the Lucid Hearing App, your hearing aids will appear on the **Pair Your Device** screen.



Pairing:
 Your hearing aids **MUST** be docked in the case in order for them to be found by Bluetooth since the connection is made through the case itself and not the hearing aids. Select **fio**, then click **Pair** at the bottom of the screen.

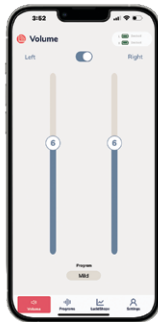
The Lucid Hearing App (cont'd)

Volume Control: Your app will automatically open to the **Volume** screen where you can adjust the volume of both hearing aids together. To adjust independently toggle the **Both** switch off.



◀ The app will always set the volume to the middle level upon start up or resetting the hearing aids.

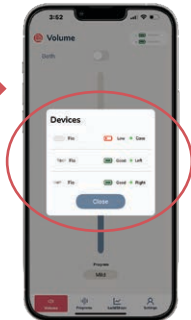
▶ Toggle the switch to the right to allow independent control. Slide the bar up and down to control the volume.





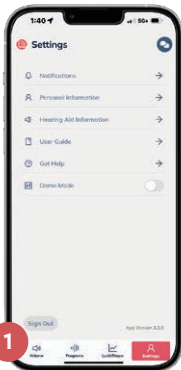
▶ **Hearing Aid Status:** In the top right corner of the **Volume** screen you will see the green and white battery icon box.

By clicking on this box, it will show your connected hearing aids and their battery level charge. To exit the screen, click **Close**.



Settings

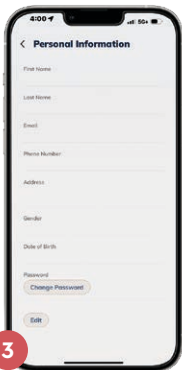
Here you will find information about your hearing aids, a helpful **User Guide** for the Lucid Hearing App, LucidShape and support.



1. Settings: From the Settings home screen, you'll find access to numerous tabs to support your Lucid Hearing journey.

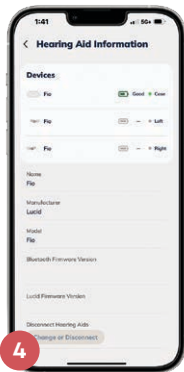
2. Notifications: On the Notifications tab, you'll access messages about your product and hearing health. These may include appointment reminders, cleaning tips, or important updates.



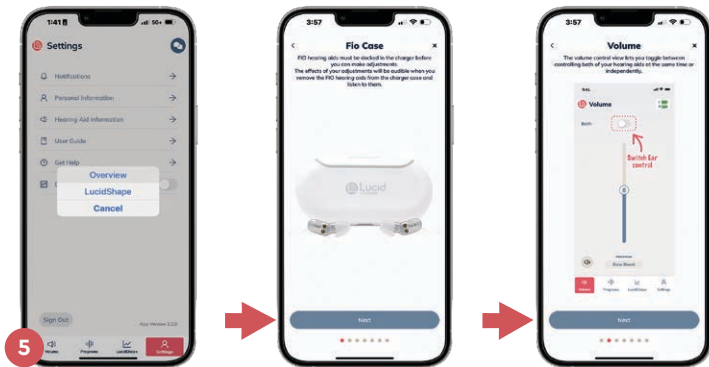


3. Personal Information: Use the Personal Information screen to store and edit your information such as address, phone number, and password.

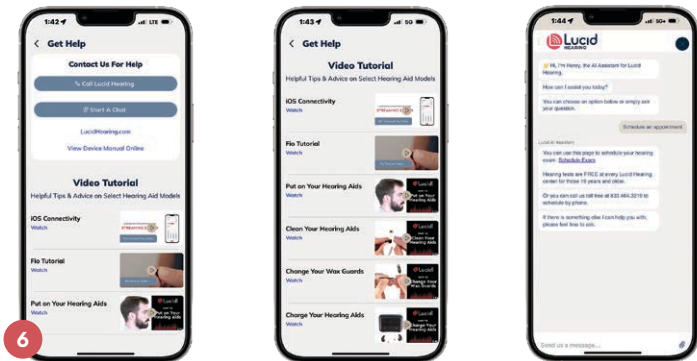
4. Hearing Aid Information: From this screen, can view firmware information, view the model of your hearing aids, as well as disconnect your hearing aids from the app. To disconnect, scroll to the bottom of the screen and select **Change or Disconnect**. This will unpair your current hearing aids with the app.



Settings (cont'd)



5. User Guide: This helpful screen will walk you through all the features of the Lucid Hearing App. Click **Next** to learn how to manage programs, volume and more. Revisit this screen anytime you need a refresher.



6. Get Help: You're never alone with Lucid Hearing. We understand that you may occasionally have questions and need support with your hearing aids. In this section, you'll be able to **call our live support team (available Mon-Sat 8:00 a.m. to 6 pm Central), chat with a virtual agent, and access our library of guided video tutorials.** Help is just a click away!

Continue to page 44

Pairing/Connecting to the Lucid Hearing App

Your hearing aids MUST be docked in the case in order for them to be found by Bluetooth® since the connection is made through the case itself and not the hearing aids.

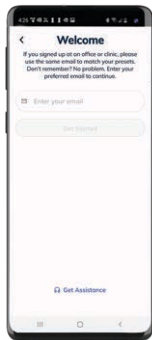
Open the app and follow these steps:

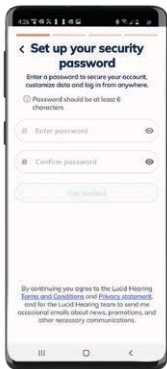


Once your app is downloaded, open the app and your first screen will be a welcome screen. Click on **Start Using Lucid Hearing** and begin the sign-up process.

Customers with a current Lucid Hearing account:

Use the email associated with your profile.

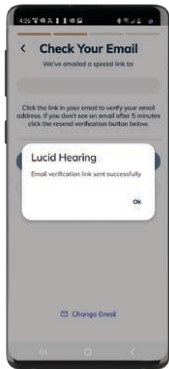




◀ If you already have a password set up, log in and enter that password. If you do not have a password currently set up, then create a new password to protect your account.

Customers without a current Lucid Hearing account: ▶

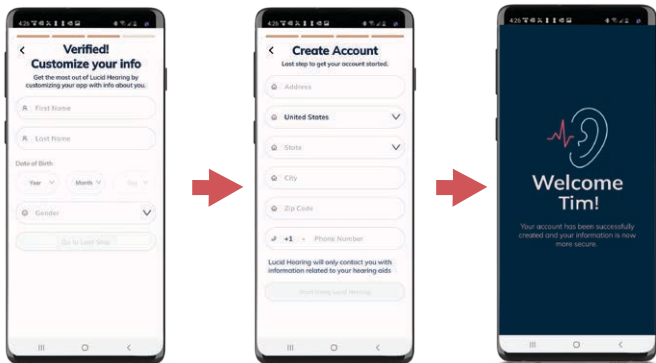
If this is your first time as a customer, use any email you prefer. After creating a password, the system will generate an email to confirm your account. Check your junk mail if you don't see it.



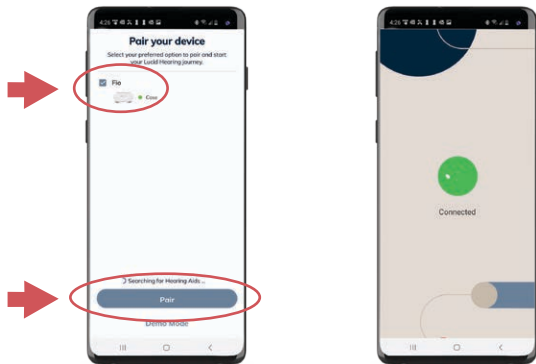
Pairing/Connecting (cont'd)

Once you've received the email and clicked on the link to confirm, you're ready to create your account and start navigating the app.

Once complete, you'll be greeted by a welcome screen.

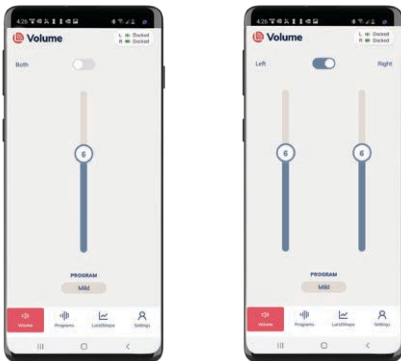


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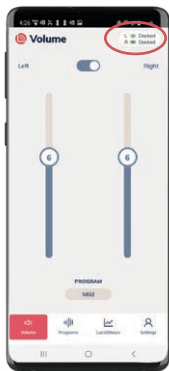
Pairing: Your hearing aids should be charged and placed into their case to be found by Bluetooth. Accept the app permissions to find nearby devices. Select **fio**, then click **Pair** at the bottom of the screen. Click **Pair** on the pairing request dialog if prompted.

The Lucid Hearing App




Your app will automatically open to the Volume screen where you can adjust the volume of both hearing aids together.

To adjust independently, toggle the **Both** switch off. Slide the bar up and down to control volume or click  to mute your aids if needed.



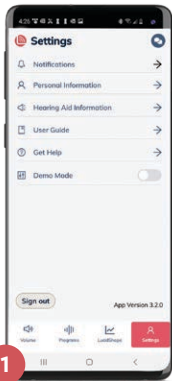
◀ **Hearing Aid Status:** In the top right corner of the **Volume** screen you will see the green and white battery icon box.

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Settings

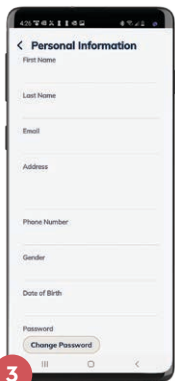
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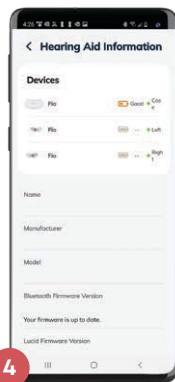
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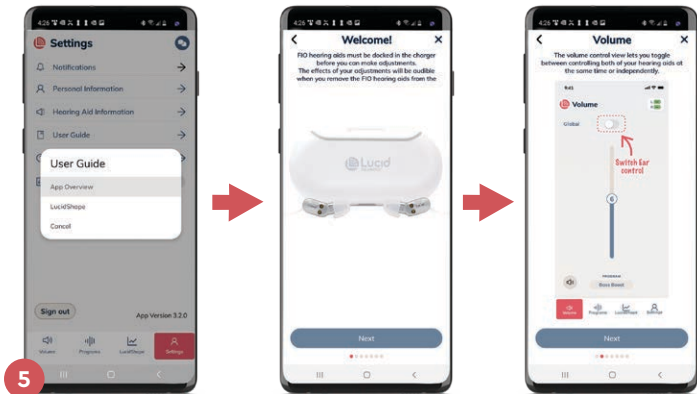


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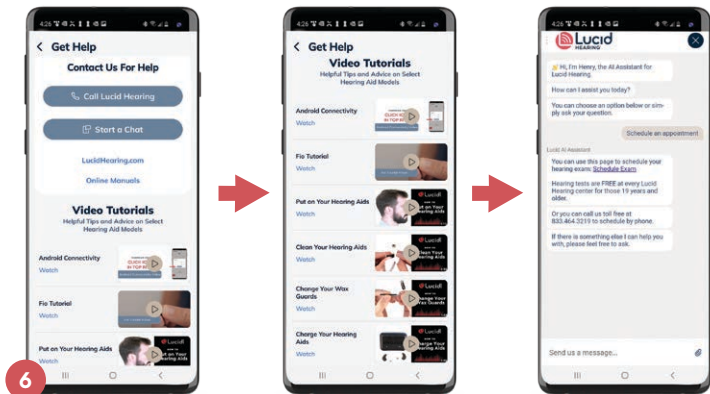
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Android Settings (cont'd)



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The remaining instructions apply to

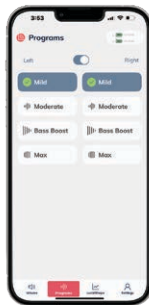
Programs

On the **Programs** tab, you will select the desired listening profile for your hearing aids. You can select the same program for both, or select a unique setting for each individual side.

The **Both** setting will appear when both hearing aids are set to the same program and disappear when unique programs are selected.



Both



Individual

The **Programs** tab will allow you to change between listening settings pre-programmed for your convenience. Explore programs for both aids, or toggle to allow independent control of the left and right aid if needed. To learn more about each program, visit the instruction manual included with your device.

both  and  devices.

Using LucidShape

LucidShape gives you the ability to adjust specific frequencies according to your listening preferences and needs. Here we will demonstrate how to use LucidShape to adjust your hearing aids.

First, select which hearing aid you would like to adjust at the top of the screen. You can choose to adjust the **left and right individually, or both** together. LucidShape automatically defaults to both.



Note: When you open Lucidshape you are automatically adjusting the program you are currently in, but you can manually select to a different program.

To increase volume and sensitivity, just press, hold and drag **upwards**. To decrease volume and sensitivity, **drag down**.

Once you are satisfied with the sound, click **Save** at the bottom left of the screen. To start over, click **Reset** and your hearing aids will be reset to their original setting.

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:

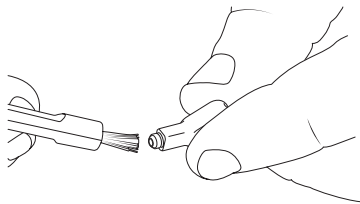
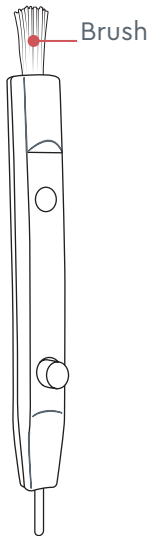
- Wax buildup
- Submerging in water
- Dropping from distances greater than three feet
- Excessive heat for extended periods of time



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

How to Clean fio Hearing Aids

Cleaning tool



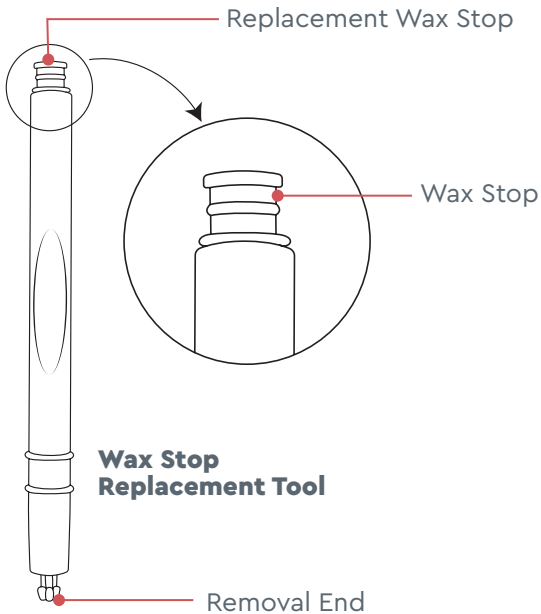
Use brush to clean wax
and dirt off tips



Brush microphone
opening

Note: DO NOT use the wire loop to clean your hearing aids

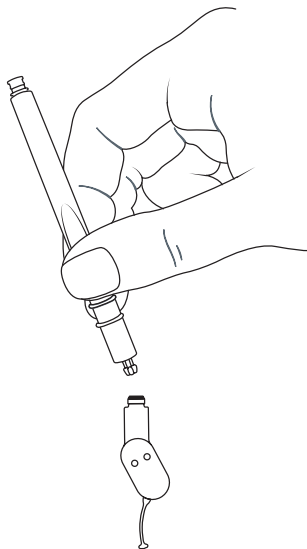
Wax Stop



Wax Stop Replacement

fibro 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.

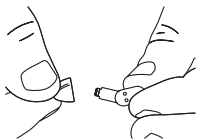


Warning: Improper replacement could result in the wax stop coming out of the receiver and being lodged in the ear canal.

Wax Stop Removal

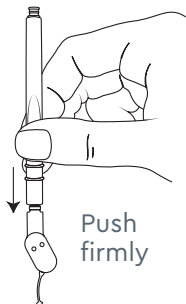
1

Remove ear tip from the device.



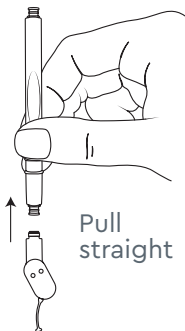
2

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



3

Pull tool up to remove used wax stop.



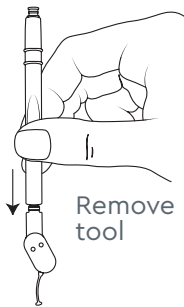
4

Turn tool over to direct new wax stop towards tip.



5

Insert new wax stop into place and press in firmly.



Troubleshooting

ISSUE	POSSIBLE CAUSE	SOLUTIONS
No/Low Sound output	Low battery	Recharge hearing aids
	Wax build-up in the wax stop	Clean or replace the wax stop
	Volume is 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
	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.

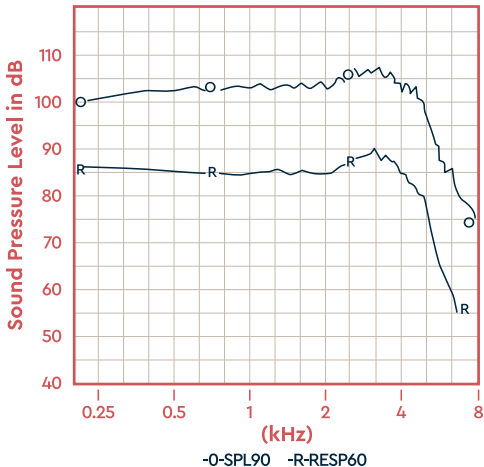
Still have issues? Reach out to us at **800-785-6052** or chat with us at **lucidhearing.com** and our specialists will be happy to help you.

Your satisfaction is our number one priority!

ISSUE	POSSIBLE CAUSE	SOLUTIONS
Whistling/ Feedback	Volume too high	Reduce volume using the Lucid Hearing App
	Tip not inserted properly	Re-insert 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
Device 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 are not turning off	Not placed in charger	Place in charger
Device is not comfortable	Ear tips are too large or too small	Try a different size ear tip

Technical Data

ANSI TEST



Linear FOG@50 dB
OSPL90 Max 107.2 dB
@ 3200 Hz
SPA 104.1 dB
SPA FOG @ 50 26.7 dB
RTG TARGET 27.1 dB
Measured 26.8 dB
EQ Insp noise 31.3 dB
Resp limit 66.5 dB
F1 < 200 Hz F2=5543 Hz

HFA 100, 1600, 2500 Hz

Freq	THDist	Src
500Hz	1.2%	70 dB
800Hz	1.3%	70 dB
1600Hz	1.7%	65 dB

Latency < 2.75 msec

Battery Drain 1.0mA

Warranty

Lucid Hearing OTC products are risk free with a 60 day return period and a 1 year manufacturer's warranty. To file a claim please call us at 866-458-8947.



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, in order to avoid hearing damage. Stop using if discomfort occurs.
- **Do not disassemble** the device.
- **Avoid use in potential explosive** or dangerous situations.
- **To avoid possible electromagnetic radiation**, the devices should be removed in any high frequency, heat treatment or operation, radiotherapy and strong magnetic field environments.

Compliance

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

This device complies with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes

- 1) L'appareil ne doit pas produire de brouillage;
- 2) L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

FCC ID: RWT-FIOCHG

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.

IC Reg # 25701-FIOCHG

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



Manufactured by:
Etymotic Research, Inc.
1125 Remington Road,
Schaumburg, Illinois 60173

Distributed by:
Lucid Hearing Holding Company, LLC.
PO BOX 535596
Grand Prairie, TX 75053

Transport & Storage



Type B applied part

Operational Conditions



Read Instructions

Battery Safety



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:

Charger contains Lithium-ion
Polymer Battery

Model PD 601530

Rating: 3.7V, 250mAh, .925 Wh

UN38.3 certified

IEC 62133-2:2017 certified





Register your Lucid Hearing device to get faster tech support, notifications, exclusive news, warranty info and more.



Scan QR Code to register your product or visit
lucidhearing.com/warranty

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