



fio™

## PREMIUM RECHARGEABLE OTC HEARING AIDS

Android or iOS device  
required to use the  
hearing aids

**MANUAL  
ENGLISH**



# 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, puss, 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 FDA.

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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 13.

**3 Choose** Choose your ear tips. Your fio™ comes with 3 ear tip options and 2 sizes of each ear tip: vented, fully closed, and micro-vented. You'll want to select your ear tips depending on your hearing profile and ear size. Please refer to page 10 for further details on choosing the right ear tips.

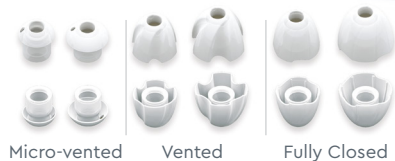
**4 Hear Better** Select the program that works best for you, adjust the volume, and enjoy better hearing! Please see page 22 for further information on which of the four programs is right for you.

**IMPORTANT: Place hearing aids inside the charging 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 (See pages 20–21).

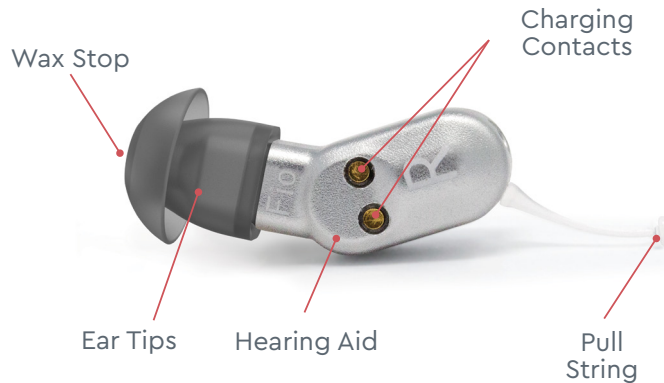
## What's Inside



6 pairs of Ear Tips

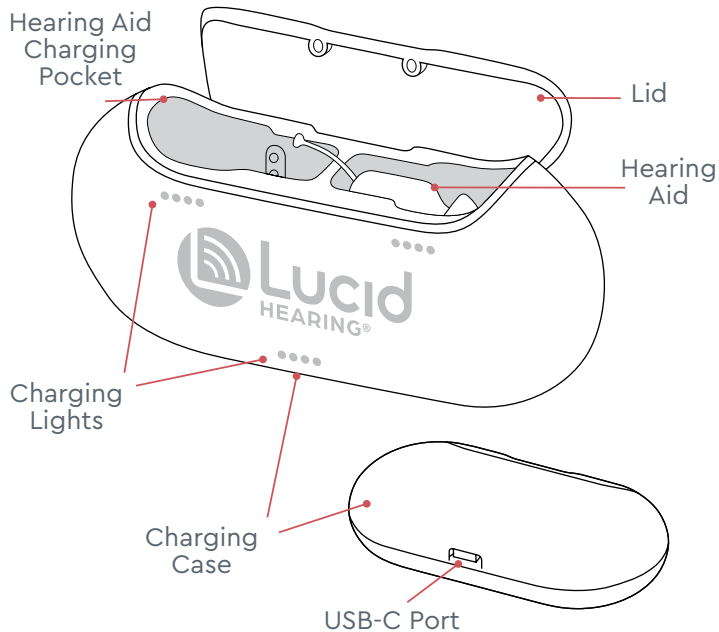


## Getting to Know fio™



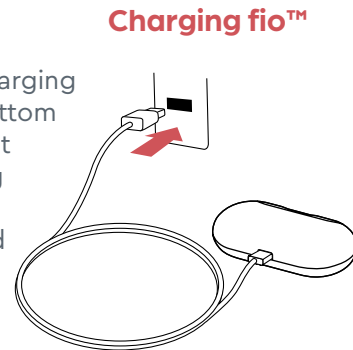
**Hearing aids will remain turned on while out of the case.**

## Getting to Know fio™ Charging Case



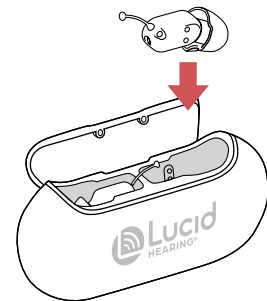
## 1 Charging case

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 14)



## 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 14)





## 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.



**Fully depleted hearing aids require 3 to 4 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 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.

## 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.

### 1 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.

### 2 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.

### 3 Micro-vented

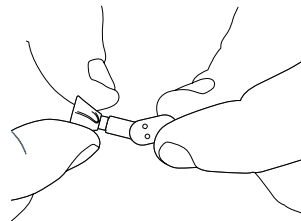
The micro-vented dome tips are designed for a smooth and transparent sound that accommodates a tighter fitting ear canal while still allowing an adequate amount of ambient sound in.



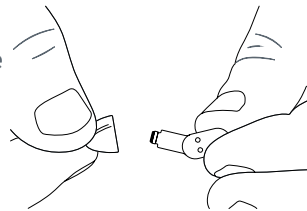
**Note:** Improper replacement of ear tips could result in the ear tip coming off of the fio™ and being lodged in the ear canal. Refer to page 17 for proper ear tip replacement.

## Replacing the Ear Tips

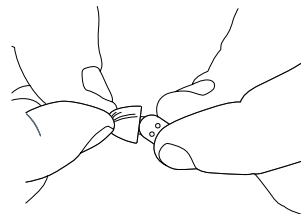
- 1 Gently pull on the tip until it comes off. You may need to twist it using a back and forth motion.



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

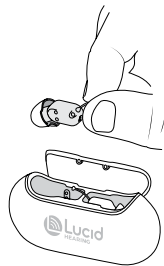


- 3 Press tip onto hearing aid until it is fully on the receiver and the wax stop is flush with the entrance to the dome tip.

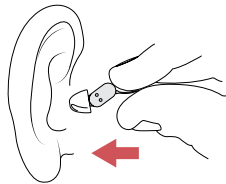


## How to Insert Your fio™ Hearing Aids

- 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.

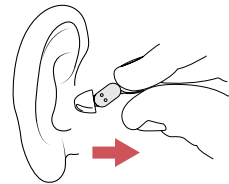


## How to Remove Your fio™ Hearing Aids

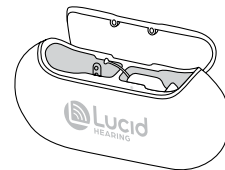
- 1 Grasp the hearing aid by the removal string.



- 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.



## Download the Lucid Hearing App

### Lucid Hearing App featuring LucidShape

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



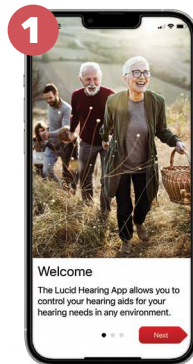
Use your phone camera to scan this code and download either the iPhone or Android app, depending on which type of phone you have. You can also search for "Lucid Hearing" in the App Store or on Google Play.



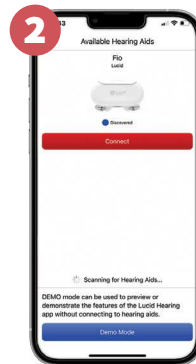
Any changes through the app need to be made while the hearing aids are inside the charging case. When the hearing aids are in your ears you will not be able to make any changes.

## Pairing fio™

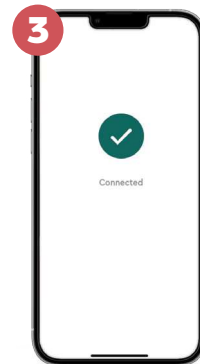
Make sure your fio™ charging case is charged and near your phone. The Lucid Hearing App will detect your fio™ hearing aids and ask you to pair to it.



**Start-Up**  
Click next on the Welcome screen.



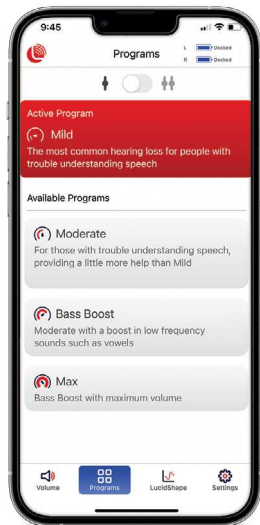
**Find Hearing Aids**  
Click "Connect" to pair your aids.



**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 a top audiology university to cover the majority of the population with mild-moderate hearing loss.



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

## Personalized Sound



**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



## 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:

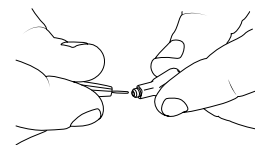
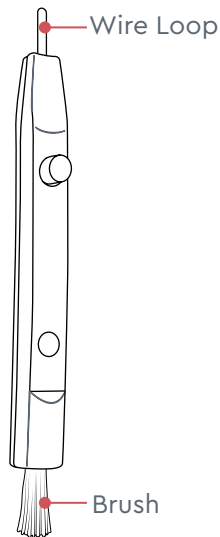
- Wax buildup
- Submerging in water
- Dropping from distances greater than three feet
- Excessive heat for extended periods of time



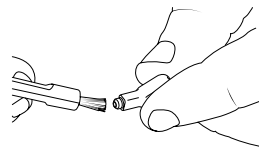
**Important:** Keep your hearing aids as clean as possible to maintain maximum performance.

## How to Clean fio™ Hearing Aids

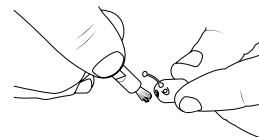
### Cleaning tool



Use wire loop to clean wax from tips

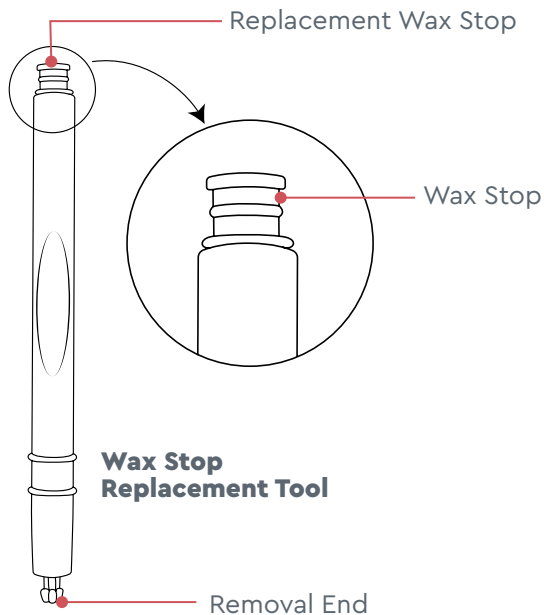


Use brush to clean wax and dirt off tips



Brush microphone opening

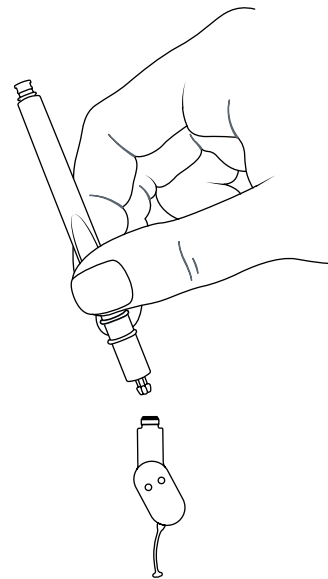
## Wax Stop



## Wax Stop Replacement

fiio™ 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.

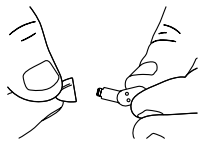


**Warning:** Improper replacement could result in the wax stop coming out of the receiver and being lodged in the ear canal.

## Wax Stop Removal

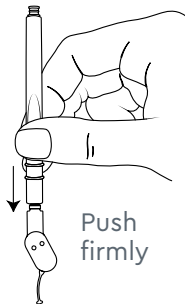
1

Remove ear tip from the device.



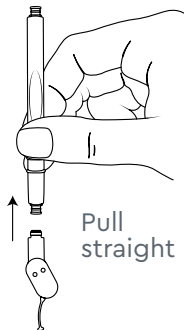
2

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



3

Pull tool up to remove used wax stop.



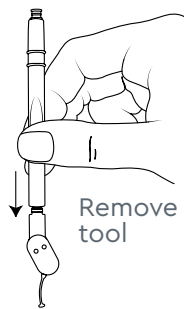
4

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.

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

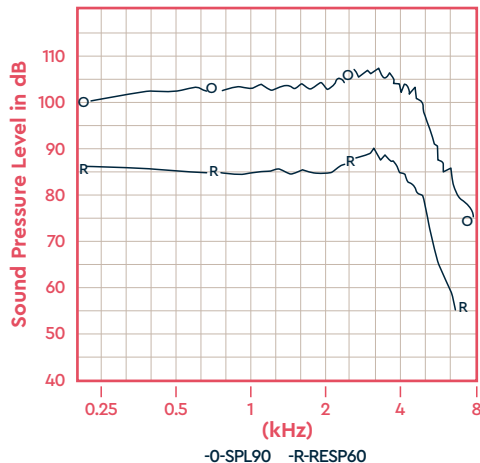
Still have issues? Reach out to us at **866-202-2527** or chat with us at **lucidhearing.com** and our specialists will be happy to help you.

**Your satisfaction is our number one priority!**

## Technical Data

## Warranty

### 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



**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.  
61 Martin Lane  
Elk Grove, IL 60007

#### Distributed by:

Lucid Hearing Holding Company, LLC  
PO BOX 535596  
Grand Prairie, TX 75053

Transport & Storage



Operational Conditions



Type B applied part



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





[lucidhearing.com](https://lucidhearing.com)

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