



Atom Pro 2

USER MANUAL

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PACKAGE CONTENTS



Audien Atom Pro 2
Hearing Aids



Ear Domes



Wax Guard
Replacement Tool



Cleaning Brush



Wall Charger &
USB-C Cable



Charging Case

SETTING UP YOUR DEVICE



Fitting Your Ear Domes

Your Audien Atom Pro 2 comes with small, medium and large sizes of Ear Domes. To remove an Ear Dome from your device, simply pull with enough force until it pops off.

When attaching an Ear Dome, be sure to press firmly. You'll feel a "pop" or "click" when it attaches. Be sure the Ear Dome is not pressed against the receiver, this can block sound and cause feedback.



Adjusting The Volume & Switching The Listening Mode

To adjust the volume, you will press the button on the back of the Atom Pro 2. There are 5 volume levels. The number of beeps signifies the volume. 1 beep for volume 1 up to 5 beeps for volume 5.

There are 5 volume levels and your device's default is level 3

Click the button to change volume levels

Level 1	1 beep
Level 2	2 beeps
Level 3	3 beeps
Level 4	4 beeps
Level 5	5 beeps

To change listening modes on your Atom Pro 2, press and hold the volume button for 3 seconds or until you hear a lower toned booping sound. The number of boops demonstrates which mode your device is in.

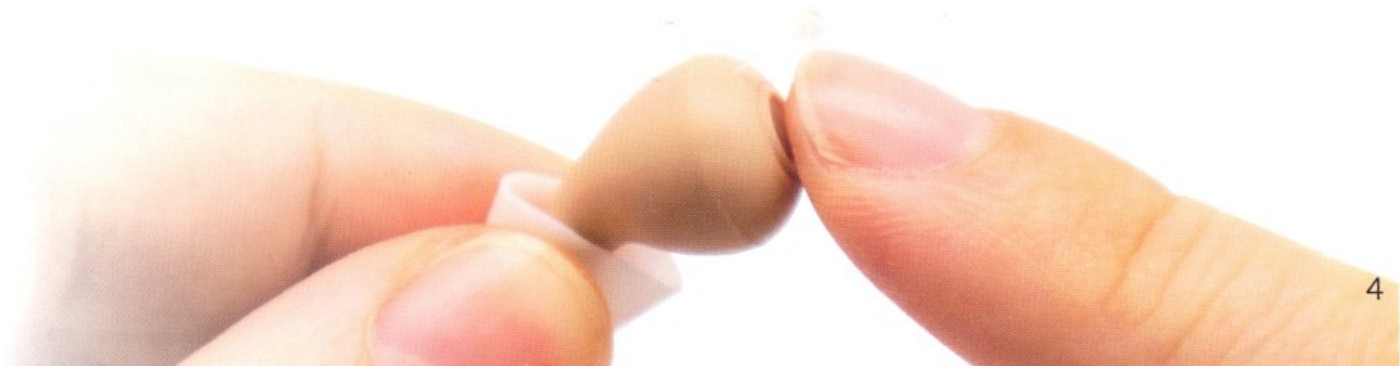
Mode	Suitable for	Indicator
1	Conversation	1 Boop
2	Restaurant	2 Boops
3	TV	3 Boops
4	Outdoor	4 Boops

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Press the button to increase the volume until you find which volume level is most comfortable for your ears.

Be sure not to turn the volume too high, as this can cause discomfort in your ears.



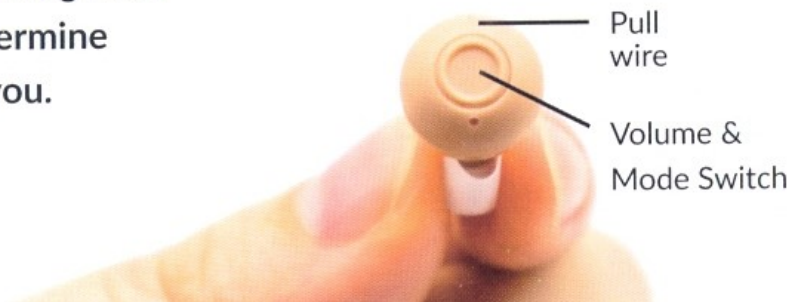
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Inserting Into Ear

The Audien Atom Pro 2 can be worn differently depending on the user's ear canal shape. Neither device is LEFT or RIGHT ear specific, ensuring a universal fit.

Try inserting it into your ear: curving both forwards and backwards to determine which is most comfortable for you.



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Powering ON/OFF

The Atom Pro 2 does not have an ON/OFF switch. The device will automatically power off and begin charging when placed into the Charging Case.

The Audien Atom Pro 2 must always be returned to the Charging Case when not in use. Otherwise the devices will remain on and drain the battery.

Charging The Charging Case



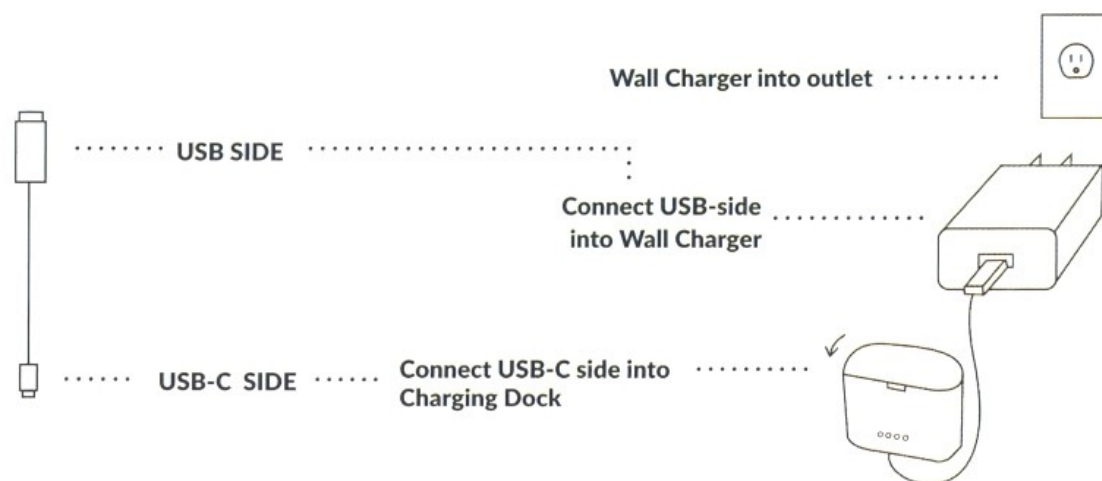
The center light of the case glows red once it is plugged into power. The left and right lights glow red when charging then glow green when fully charged. After charging the case, press the button on the back to activate the charging light indicators. This action lets you monitor the battery level of both the charging case and the devices. The Atom Pro 2 will support up to three additional wireless charging cycles.

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Charging Your Device

CHARGE TIME: 4 HOURS



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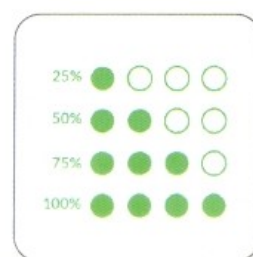
If you look inside the Charging Dock, you will notice a **hollow section**.



Atom Pro 2 uses UV light to clean your devices by killing bacteria that builds up.



Lower the device into the Charging Case with earbuds sliding into the hollow section.



The 4 lights on the case are the charging indicators and show the battery life of the Atom Pro 2.

INTERNAL CASE CHARGING INDICATORS

Red light = Hearing aid is not fully charged yet

Green light = Hearing aid is fully charged.

Purple light = UV light sterilization



Cleaning Your Device

Locate the Cleaning Brush from the accessory box. Remove the Ear Domes from your Audien Atom Pro. Use the Cleaning Brush to remove wax, dirt or any debris from both the Ear Dome and the device itself.

UV Sterilization

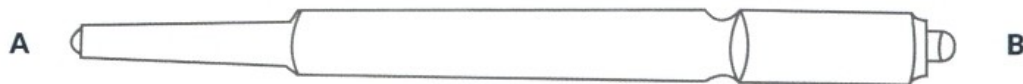
Plug in your USB Charging Cable and open the Charging Case. When the charging case is connected to the cable, the UV light will power on for 5 minutes to disinfect the units, then it will automatically turn off.

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Replacing The Wax Guard

Remove the Ear Domes.

Use the A end of the Wax Guard Replacement Tool to remove the old Wax Guard from your Audien Atom Pro 2.



Flip the tool over, then use the B end of the Wax Guard Replacement Tool to install a new Wax Guard in.





Feedback/Whistling

To resolve this, lower the volume and increase it slowly.

- You may be accidentally putting pressure on the unit or obstructing the microphone while fitting the device. Do not worry. Once the device is secure in your ear, remove your hands and the whistling will stop.

No Sound/Not Working

- Fully charge the device, then try using it 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 them.

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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 earwax, or 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

This information and other labeling, including the user instructional brochure, are available on the internet at: audienhearing.com/support

You may also call 205-255-1112 or write to support@audienhearing.com or 10733 N FLW Blvd #103, Scottsdale, AZ 85259 to request a paper copy of this information & other labeling.

Manufacturer's return policy

Audien has a 45 day return policy from the day you receive your shipment. As long as you request a return within the 45 day period, you will be provided a return shipping label by Audien's support team after going through the Ship Station returns process. You must drop off your package at the post office and have it show as "accepted" in the tracking information by the 45th day to be eligible for a refund. Any returns dropped to the post office past the 45 day mark are not eligible for a refund. Once the package has been received by our team, your refund will be processed within approximately 3 business days. Once processed, a refund typically takes 3-5 business days to reach your bank account.

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

You should go to the 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 18 or older.

This hearing aid is for adults with signs of mild to moderate hearing loss. How do you know if you have this?

- You have trouble hearing speech in noisy places
- You find it hard to follow speech in groups
- You have trouble hearing on the phone
- Listening makes you tired
- You need to turn up the volume on the TV or radio, and other people complain it's too loud

Some people with hearing loss may need help from a hearing healthcare professional.

How do you know if you need to see one?

- You can't hear speech even if the room is quiet
- You don't hear loud sounds well, for example, you don't hear loud music, power tools, engines, or other very noisy things

If your hearing loss makes it hard to hear loud noises, this hearing aid may not be your best choice without help from a professional. If this hearing aid does not help you enough, ask for people from a hearing healthcare professional.

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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 the 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 are experiencing 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 eartip, 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. Furthermore, a hearing aid will not prevent or improve a medical condition that causes hearing loss.

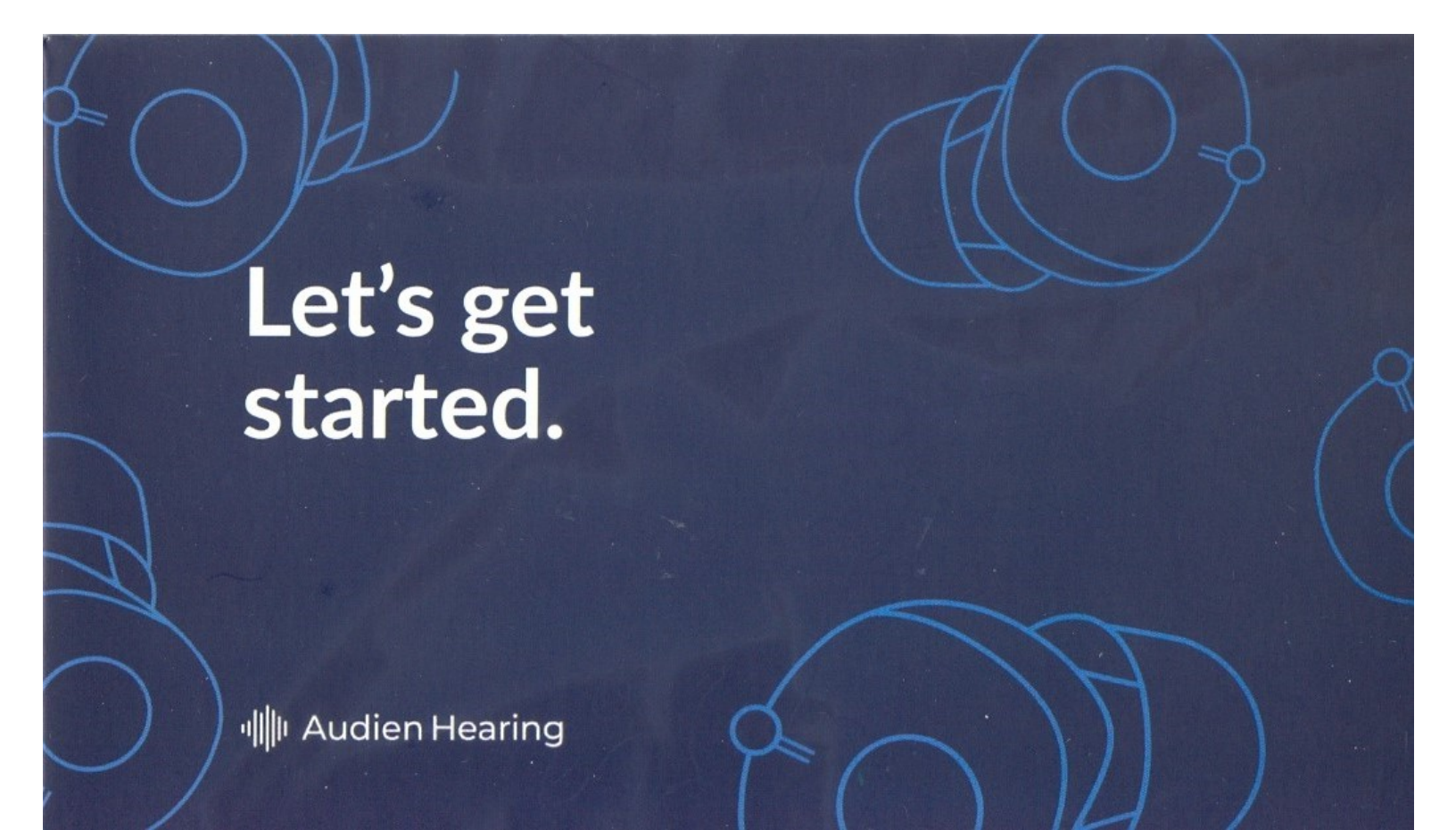
People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.

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 www.fda.gov/safety/MedWatch or call 1-800-FDA-1088. You can also download a form to mail to FDA.



Let's get started.

 Audien Hearing

① CLEAN THE WAX OUT OF YOUR EARS

It's important to clean the wax out of your ears before using your hearing device. Wax buildup can block sound.

② TURNING YOUR DEVICE ON/OFF

Turn on: Remove the device from the charging case, and it will automatically turn on.

Turn off: Place the device into its charging port, and it will automatically turn off.

③ FIND THE RIGHT FIT

Your hearing aids come with (S,M,L) sized eardomes. Find the size that's most comfortable for your ear canal and has the least amount of feedback while inserting.

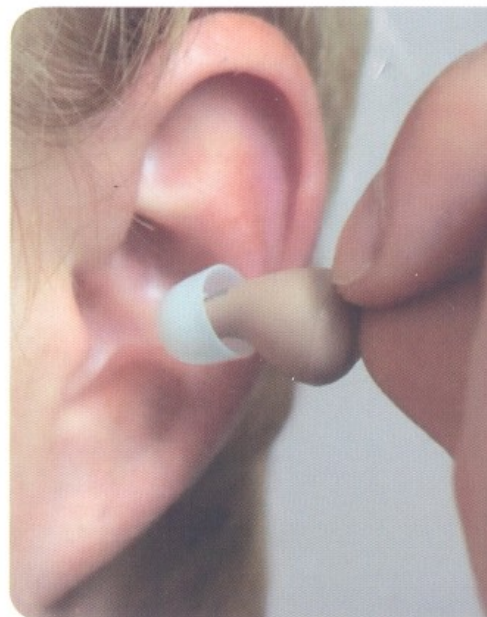


④ INSERTING INTO EAR

Find the right angle

Hold the device by the pull wire. Insert the device into your ear canal at different angles until you find the orientation that feels & sounds best.

Everyone's ear canal is different. Some curve forward toward their nose, others curve backward, and some curve up or down. Try every angle until you find a fit that's perfectly snug and has the least amount of feedback.



⑤ FIND THE RIGHT VOLUME & MODE

Volume control There are 5 volume levels and your device's default is level 3

To adjust the volume, you will press the button on the back of the device. There are 5 volume levels. The number of beeps signifies the volume. 1 beep for volume 1 up to 5 beeps for volume 5.

Mode Switch

To change listening modes on your device, press and hold the volume button for 3 seconds or until you hear a lower toned booping sound. The number of boops demonstrates which mode your device is in.

M1	Conversation	1 Boop
M2	Restaurant	2 Boops
M3	TV	3 Boops
M4	Outdoor	4 Boops

MAINTENANCE & EXPECTATIONS

Feedback during insertion

It's normal to experience some feedback, especially when inserting the device. To minimize this, try setting the volume lower prior to inserting your device. Also, try to avoid placing things too close to your ear such as cell phones, hands, etc.

Adjusting to new sounds

The sound of your own voice and other background noises may seem too loud at first. This is completely normal, since your brain has forgotten how to filter out these sounds, and it will adjust after a few weeks.

Maintaining your device

Your hearing aids come with a brush and replacement wax guards. It's very important to clean your device and replace your wax guards every month.

3 WEEKS TO BETTER HEARING



TIP: It takes your brain and your ears around 3-4 weeks to adjust to a new hearing device.



WEEK 1: PATIENCE IS KEY

To start, wear them for only 1-2 hours per day. This will allow you to adjust to the fit and to get used to processing new sounds.

WEEK 2: PRACTICE MAKES PERFECT

In week 2, you can start wearing your devices for 3-4 hours per day.

Your brain and ears are now beginning to adjust and will continually get better.



WEEK 3: LIVE IT UP!

After 3 weeks of practice, you're ready to wear them 6+ hours per day. Enjoy your newfound hearing abilities to the fullest, and just be sure to take them out if your ears ever need a break!

Version: B0

NEED HELP?
VISIT: [AUDIENHEARING.COM/SUPPORT](https://audienhearing.com/support)

Contact Us



+1 888 850 2788



help@audienhearing.com



audienhearing.com/support

Need Help?



Scan this code with your phone for:

- Step by step tutorial videos
- Frequently asked questions
- 7 day a week support