



# OTC Hearing Aids

## User Manual



Want an easier setup?

**Scan here**

for quick step-by-step  
video instructions

[RCAHearingAidSupport.com](http://RCAHearingAidSupport.com)

## Precautions and Warnings



**WARNING: If you are younger than 18, do not use this.** You should go to a doctor, preferably an ear-nose-throat (ENT) doctor, because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 and older.

This OTC hearing aid is for users age 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.

### Intended use

These hearing aids are intended to be used as wearable sound amplification devices to compensate for impaired hearing of adults with mild to moderate hearing loss.

### Contraindication

The device should not be used by patients with chronic suppurative otitis media or congenital aural atresia.

### WARNING: When to See a Doctor

If you have any of the problems listed below, please see a doctor, preferably 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 inserting or placing it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. You may also report this to the FDA as an adverse event according to the instructions that appear later.

**WARNING:** Your product contains a battery and charging system which is designed to work in temperatures that do not exceed 50°C (122°F). Leaving this product in a closed automobile or the trunk of an automobile where temperatures may exceed 50°C may result in permanent battery damage, fire, or explosion. Please remove your product from the automobile when you exit, do not place your product in the trunk of your automobile, and do not leave your product in any location where temperatures may exceed 50°C.

**Caution: This is not hearing protection.** You should remove this device if you experience overly loud sounds, either of short or long duration. You should use appropriate hearing protection in loud environments instead of wearing this device. As a general rule, if you would use ear plugs in a loud environment, you should remove this device and use ear plugs in that environment.

**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 with 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 the FDA about injuries, malfunctions, or other adverse events.** To report a problem involving your hearing aid, you should submit information to the 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](http://www.fda.gov/Safety/MedWatch)**, or call **1-800-FDA-1088**

This information and other labeling, including the user instructional brochure, are available on the Internet at: [www.rcahearingaidsupport.com](http://www.rcahearingaidsupport.com)

You may also call 1-888-225-2644 to request a paper copy of this information and other labeling.

This manual is for model RSH30xx, where the xx means BG.

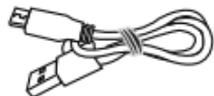
# Table of Contents

<b>What's in the box?</b> .....	<b>7</b>
<b>Tour of the hearing aid</b> .....	<b>8</b>
<b>Tour of the charging case</b> .....	<b>10</b>
<b>Getting started</b> .....	<b>12</b>
1. Put domes on the hearing aids .....	12
2. Put the hearing aids on .....	13
3. Turn the hearing aids on.....	15
4. Choose a preset program.....	16
5. Adjust the volume .....	17
<b>Charging the hearing aids and case</b> .....	<b>18</b>
<b>Welcome to a new world of sounds!</b> .....	<b>20</b>
Tips for New Users .....	21
<b>Device information</b> .....	<b>25</b>
<b>Troubleshooting</b> .....	<b>26</b>

# What's in the box?



1 Charging Case with  
Left and Right Hearing Aids



1 Charging  
Cable



1 Charging  
Adapter



Lx2



Mx2



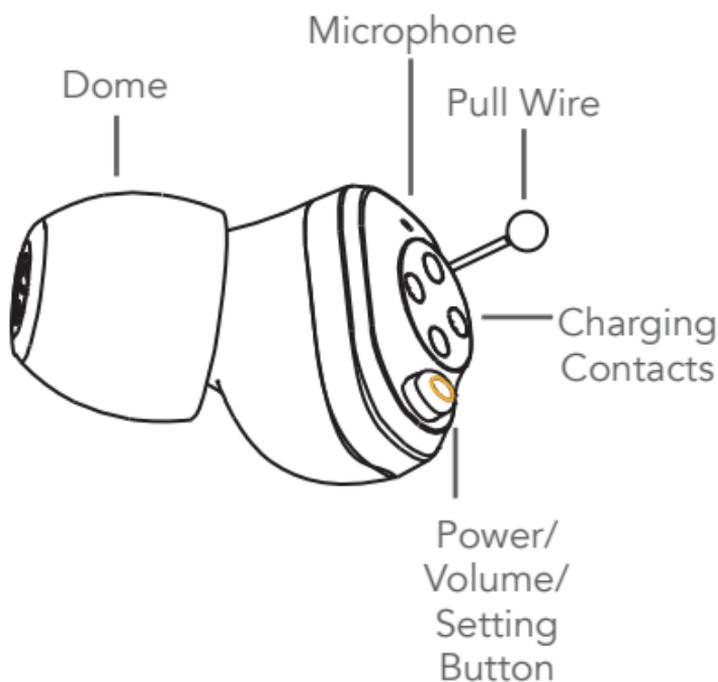
Sx2

Domes in Small, Medium, and  
Large Sizes



1 Cleaning Tool

# Tour of the hearing aid



The **Dome** fits snugly in your ear to carry the hearing aid's sound directly to your ear canal. Out of the box, the domes come separate from the hearing aids. See page 12 for instructions on how to install them.

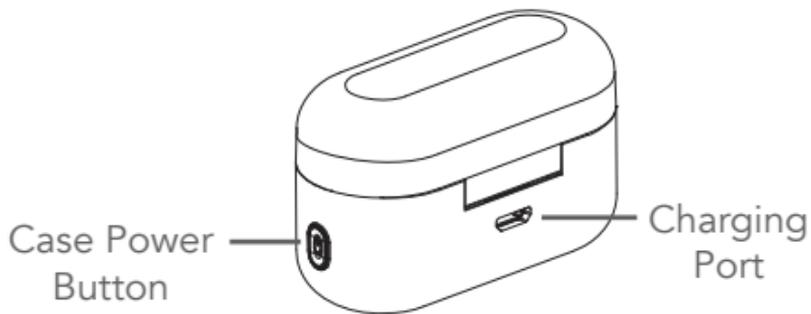
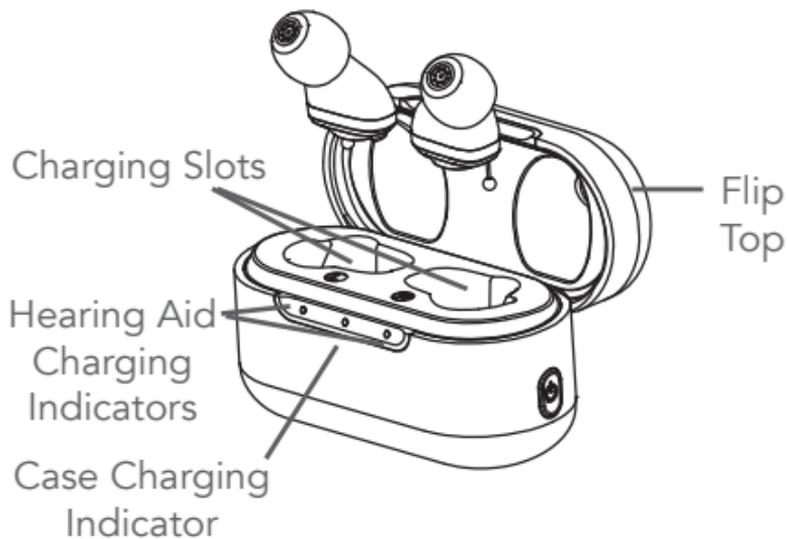
The **Microphone** picks up sound in your surroundings, which the hearing aid processes and sends to your ear. You should try to keep this as unobstructed as possible.

The **Pull Wire** lets you easily and safely remove the hearing aid from your ear.

The **Power/Volume/Settings Button** turns the hearing aid on/off, adjusts the volume of the hearing aid, or changes the preset hearing mode.

The **Charging Contacts** conduct the power to charge the hearing aids when the hearing aids are in the charging case.

# Tour of the charging case



The **Flip Top** opens to give access to the charging slots and snaps closed to protect your hearing aids while charging.

The **Charging Slots** hold and charge the hearing aids when the charging case has charge.

The **Hearing Aid Charging Indicators** illuminate orange while the hearing aid on that side is charging and green when the hearing aid is fully charged.

The **Case Charging Indicator** illuminates orange while the case is charging. It turns green when the case is fully charged.

The **Case Power Button** turns hearing aid charging on (press for one second) and off (press and hold for five seconds) or triggers the Case Charging Indicator light (press).

The **Charging Port** connects to the micro-USB end of the charging cable. Connect the other end of the charging cable to the charging adapter to charge the case.

# Getting started

## 1. Put domes on the hearing aids

This package includes three sizes of domes: small, medium, and large. We recommend trying the medium-sized domes first and changing them if they don't fit.



### To install the domes:

1. Hold the hearing aid firmly and push the dome onto the its stem until the dome feels securely in place.



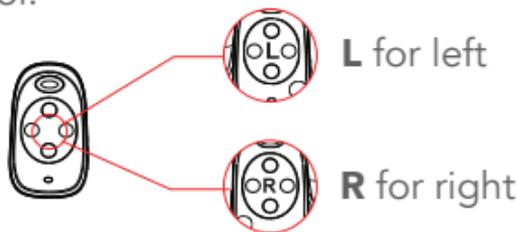
2. Pull gently on the dome to make sure it's secure. Then push the flaps of the dome back into place.



3. Repeat for the other dome and hearing aid.

## 2. Put the hearing aids on

The red hearing aid is for the right ear, and the blue is for the left. The hearing aids also have markings on the side to indicate which side they're for.



1. Place the hearing aid in your ear.



2. Gently push the dome into your ear as shown.



3. Repeat with the other hearing aid.

**If the domes seem too large or small, you can replace them with another size. Follow the directions below for taking off the hearing aids and domes. Then repeat the steps on page 12 to install different sized domes.**

## Taking the hearing aids off

1. Grab the hearing aid's pull wire.



2. Gently pull the hearing aid out of your ear.



**To remove the dome:** Pull it off of the hearing aid's stem.

### 3. Turn the hearing aids on

Press and hold the button on the side of each hearing aid **for 6 seconds** to turn it on. The hearing aid will beep to signal that it's on.



**To turn the hearing aids off:** Press and hold the button on the side of each hearing aid **for 6 seconds**. After 3 seconds, you'll hear the program change beeps—**KEEP PRESSING** until you hear a long beep, which signals the hearing aid is turning off.

## 4. Choose a preset program

The hearing aids have four preset programs that customize amplification for different environments.

The first time you turn them on, the hearing aids are in the *Standard* preset, which provides a neutral setting you can use in many settings. The hearing aids offer three other presets, specifically designed for use in *Restaurants*, *Outdoors*, or for listening to *Music*.

**To change presets:** Press and hold the button on the side of each hearing aid for **3 seconds**. The hearing aid beeps to signal which preset you're currently using.



One Beep

Standard

Two Beeps

Restaurant

Three Beeps

Outdoors

Four Beeps

Music

**Note:** The hearing aids remember their settings when you turn them off and return to these settings when you turn them back on.

## 5. Adjust the volume

The hearing aids offer 6 levels of amplification.

**To adjust the volume of each hearing aid:** Press the button on the side of each hearing aid for **1 second** to increase the volume. The hearing aid beeps. It beeps three times at maximum volume. The next press returns it to minimum volume.

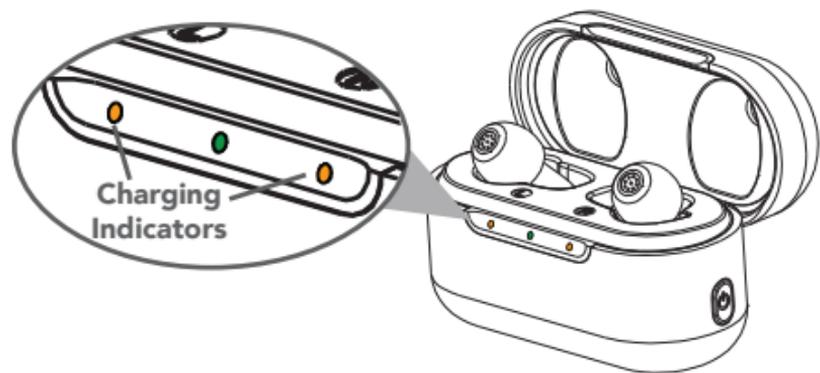


Experiment with different volume levels in different environments to see what's comfortable for you.

# Charging the hearing aids and case

**To charge the hearing aids:** Insert them in the charging case. Each hearing aid only fits on its side of the case—left on the left side and right on the right.

**IMPORTANT:** Make sure the hearing aids are turned off before you charge them.



The case's hearing aid charging indicators illuminate orange while that side's hearing aid is charging. They turn green when the hearing aid is charged (and turn off after five minutes).

The case charging indicator illuminates green to show that the case has enough power to recharge the hearing aids. If the indicators do illuminate, follow the instructions below to recharge the case. (To see the charging status at any time, press the  button on the side of the case)

**To charge the charging case:** Plug one end of the provided charging cable into the back of the charging case. Plug the other end into the charging adapter. Plug the charging adapter into a surge protector or power outlet.

The middle indicator on the charging case illuminates orange while the case is charging. It turns green when the case is fully charged.

**To turn the case off:** Press and hold the  button on the side of the case for five seconds. The three indicator lights flash orange three times and turn off.

**To turn the case on:** Press the  button on the side of the case for one second. The three indicator lights flash green three times and turn off.

# Welcome to a new world of sounds!

**It might take a while to get used to!** Your new RCA Hearing Aids let you experience sounds you might not have heard for a while: everyday sounds like clocks ticking, paper rustling or crinkling, nearby whispering or soft conversation, outdoor noises like wildlife or traffic, or nearby footsteps.

At first all these new sounds might be distracting, maybe even overwhelming.

**Give yourself time to get accustomed—it could take as long as 30 days (or more).** We recommend using your new hearing aids an hour or two a day at first, in quiet settings if possible. Then gradually increase the amount of time and variety of situations you use your new hearing aids in until they feel natural to you.

## Tips for New Users

- Your own voice will sound strange at first when you're wearing your hearing aids. This is normal and normally goes away after a few weeks of use.
- Higher frequency sounds, like water running or paper crumpling, might seem loud at first. These higher frequencies are also essential to understanding speech clearly. Getting used to higher frequency sounds in your environment takes time and patience, but the trade-off is understanding speech more clearly. Most users find that after 3-4 weeks of regular use, the hearing aids make conversation easier, even in somewhat noisy environments.
- Using the phone might take some practice. Holding the phone close to your ear might cause feedback—a whistling or chirping from the hearing aid. If this happens, try tilting the phone or moving it away from your ear an inch or two.

## Tips for New Users (continued)

- Hearing conversations more clearly can be a game-changer for social gatherings and even one-on-one interactions. The following additional steps can take you even further:
  - Try to face the person you're talking or listening to
  - In noisy environments, try to position yourself so that the source of the noise is behind you
  - Don't shout! Just speak clearly and slowly.
  - In meetings or worship services without amplified sound, sit as close as you can to the sound source.
  - Ask your conversation partner to get your attention before speaking so that you can fully engage with them.

# Cleaning & Care

Keeping your hearing aids clean is crucial to getting the most from them. Wearing a hearing aid can increase the amount of wax your ear produces, so it's especially important to perform the following cleaning routine daily.

- **Wipe the surface of the hearing aids** with a wet wipe, soft cloth, or tissue.
- **Brush around each hearing aid's microphone** using the provided brush.
- **Clean away any wax buildup in the domes and stems.**



Remove the dome from each hearing aid's stem. Use the provided pick to clean the inside of the dome and around the stem. Clean the dome with a soft, moist cloth or mild soap and water. Make sure the dome is completely dry before you put it back on the stem.

With the proper care, your RCA hearing aids should provide years of use. It is important to keep the following cautions in mind.

- DO NOT get water on or in the hearing aids.
- DO NOT wear the hearing aids while swimming, showering, in heavy rain, or in a moist atmosphere (like a sauna).
- DO NOT use solvents or liquids on the hearing aid earpieces, tubes, or domes.
- DO NOT sleep with the hearing aids on.
- DO NOT leave the hearing aids in or near direct sunlight or excessive heat.
- Remove the hearing aids when applying cosmetics, perfume, aftershave, hairspray, lotion, or any other product that might get into the hearing aids.
- Remove the hearing aids during strenuous physical activities, like working out.
- Keep the hearing aids clean and dry.

# Device information

## Technical Data

Specification	Program 1	Program 2	Program 3	Program 4
Max. OSPL 90	106dB	104dB	107dB	102dB
Full-on Gain	24dB	24dB	25dB	21dB
Total Harmonic Distortion	0.4%	0.2%	0.3%	0.2%
Self-generated noise	16dB	16dB	14dB	17dB
Latency	14 ms	14 ms	14 ms	14 ms
Frequency Range	F1=220Hz F2= 5100Hz	F1=240Hz F2= 5300Hz	F1=220Hz F2= 5200Hz	F1=200Hz F2= 6300Hz
Expected Battery Life (from one full charge)	14 Hours			
Expected hearing aid charges (from case full charge)	3 Times			
Expected Service Life	500 cycles (2-3 years)			
Max Charging Current	30mA			

# Troubleshooting

**Problem: The hearing aids won't turn on.**

**Solution:** Put the hearing aids in the charging case to recharge.

**Problem: The hearing aids don't charge in the charging case.**

**Solution:** Recharge the charging case's battery. Plug one end of the provided charging cable in the charging port on the back of the charging case. Plug the other end into a the provided adapter, and plug the adapter into a power outlet. The case's middle indicator illuminates orange.

**Problem: The hearing aids don't produce sound.**

**Solution:** Make sure the hearing aids are charged and turned on. Then press the button on each hearing aid to increase its volume. If you still don't hear sound, clean the hearing aid's dome and microphones using the provided brush/pick.

**Problem: The hearing aid whistles when I use it.**

**Solution:** Make sure the dome is seated snugly in your ear. You might need to adjust it to get a better seal— it should fit snugly in your ear so that almost no sound escapes. If you can't get it to fit snugly, you might need to try a different dome size.

## Product Repair and Replacement

If your RCA hearing aids need to be replaced during their warranty period, please contact us at 1-888-225-2644 to arrange a return to the following address:

Voxx Return Center  
180 Marcus Blvd.  
Hauppauge, NY 11788



**WATER  
RESISTANT**

The hearing aids and charging case with cover securely in place are IP22 water resistant. The charging adapter is not.

## Labeling and Date of Manufacture

The serial number is a 15-character code located on the charging case. Each hearing device has its own unique serial number. The date of manufacture is encoded starting with the sixth character.

The sixth character shows the day of the week the product was manufactured.

1 = Sunday	2 = Monday
3 = Tuesday	4 = Wednesday
5 = Thursday	6 = Friday
7 = Saturday	

The seventh and eighth characters are a code for the year of manufacture.

AA = 2022	AB = 2023
AC = 2024	AD = 2025

The ninth and tenth characters show the calendar week of the year.

12 = Calendar Week 12
13 = Calendar Week 13, etc.

## Information and Description of Symbols

 This symbol indicates important information on handling and product safety.

 This is the symbol for caution and warning. This is a safety symbol used to highlight that there are specific warnings or precautions associated with the devices that are not otherwise found on the label.

 Follow operating instructions.

 Permissible storage and transport temperature and humidity.

 Type B applied part

 Keep Dry.

## **Operating Environment**

Temperature:  $-10^{\circ}\text{C}$  –  $40^{\circ}\text{C}$

Relative humidity: 30% – 75% RH

Atmospheric pressure range: 86 – 106kPa

## **Storage & Transportation Environment**

Temperature:  $-10^{\circ}\text{C}$  –  $55^{\circ}\text{C}$

Relative humidity: 10% – 90%

Atmospheric pressure range: 70 – 106kPa



# Questions?

Visit  
RCAHearingAidSupport.com  
for FAQs, setup videos,  
and more.



For a large-print  
version of this manual  
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RCAHearingAidSupport.com