

OTC Hearing Aids

User Manual



Want an easier setup?

Scan here

for quick step-by-step
video instructions

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.

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, 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

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

This manual is for model RSH062xx, where the xx means BG, and SL.

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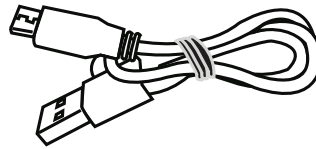
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What's in the box?

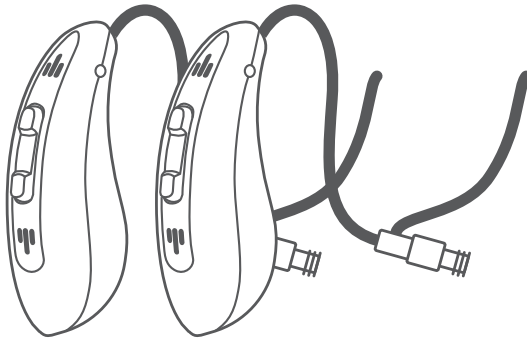
1 Charging Case



1 Charging Cable



1 Charging Adapter



2 Hearing Aids



L x 2



M x 2



S x 2



L x 2

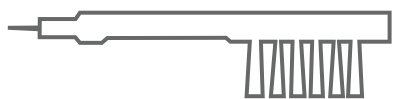


M x 2



S x 2

Open and Closed Domes in Small, Medium, and Large Sizes

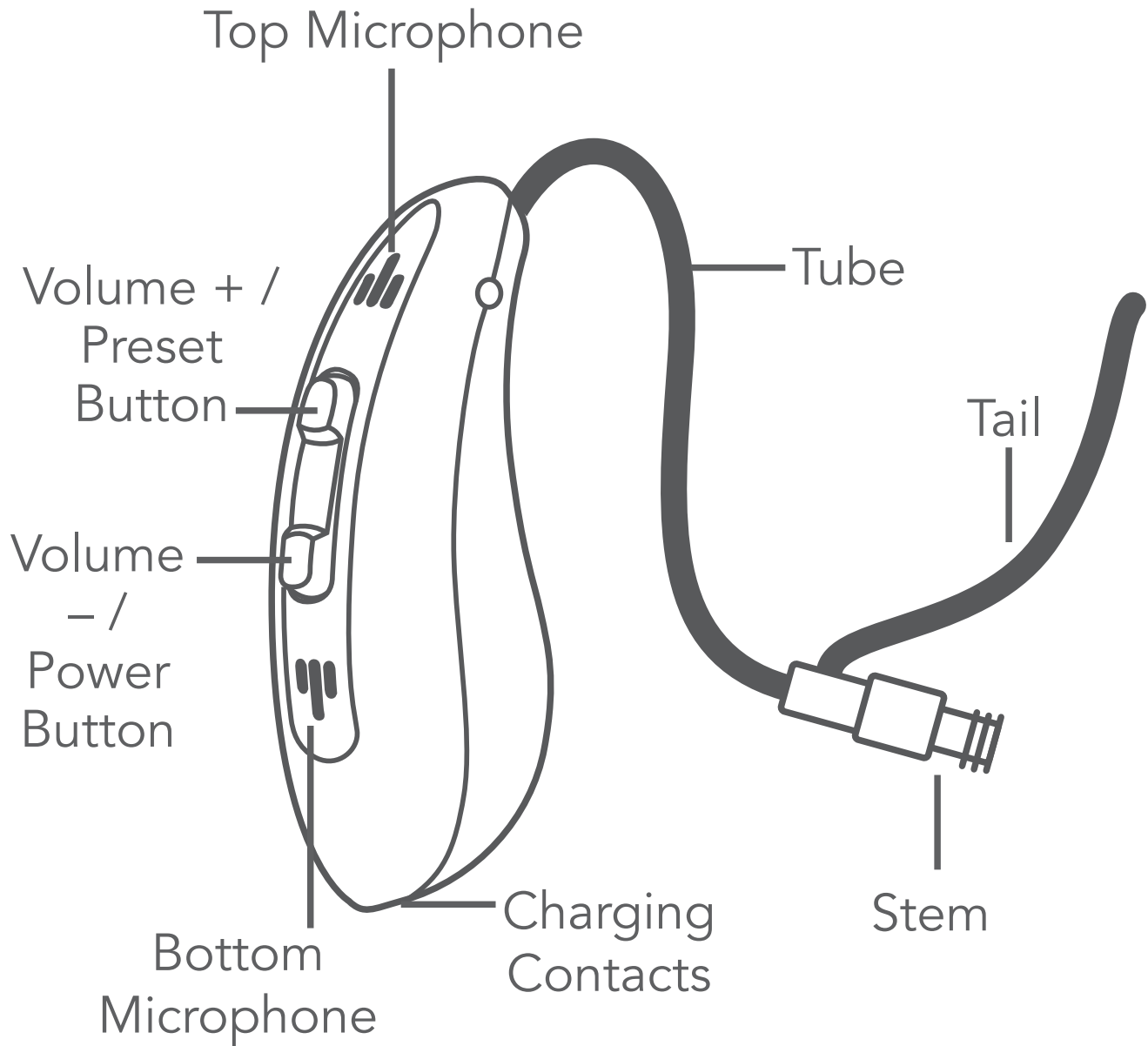


1 Cleaning Tool



1 Tube Cleaning Tool

Tour of the hearing aid



The **Top and Bottom Microphones** pick up sound in your surroundings, which the hearing aid processes and sends to your ear. You should try to keep these as unobstructed as possible.

The **Volume + / Settings Button** increases the volume of the hearing aid (press) or changes the preset hearing mode (press and hold).

The **Volume – / Power Button** decreases the volume of the hearing aid (press) or turns the hearing aid on/off (press and hold).

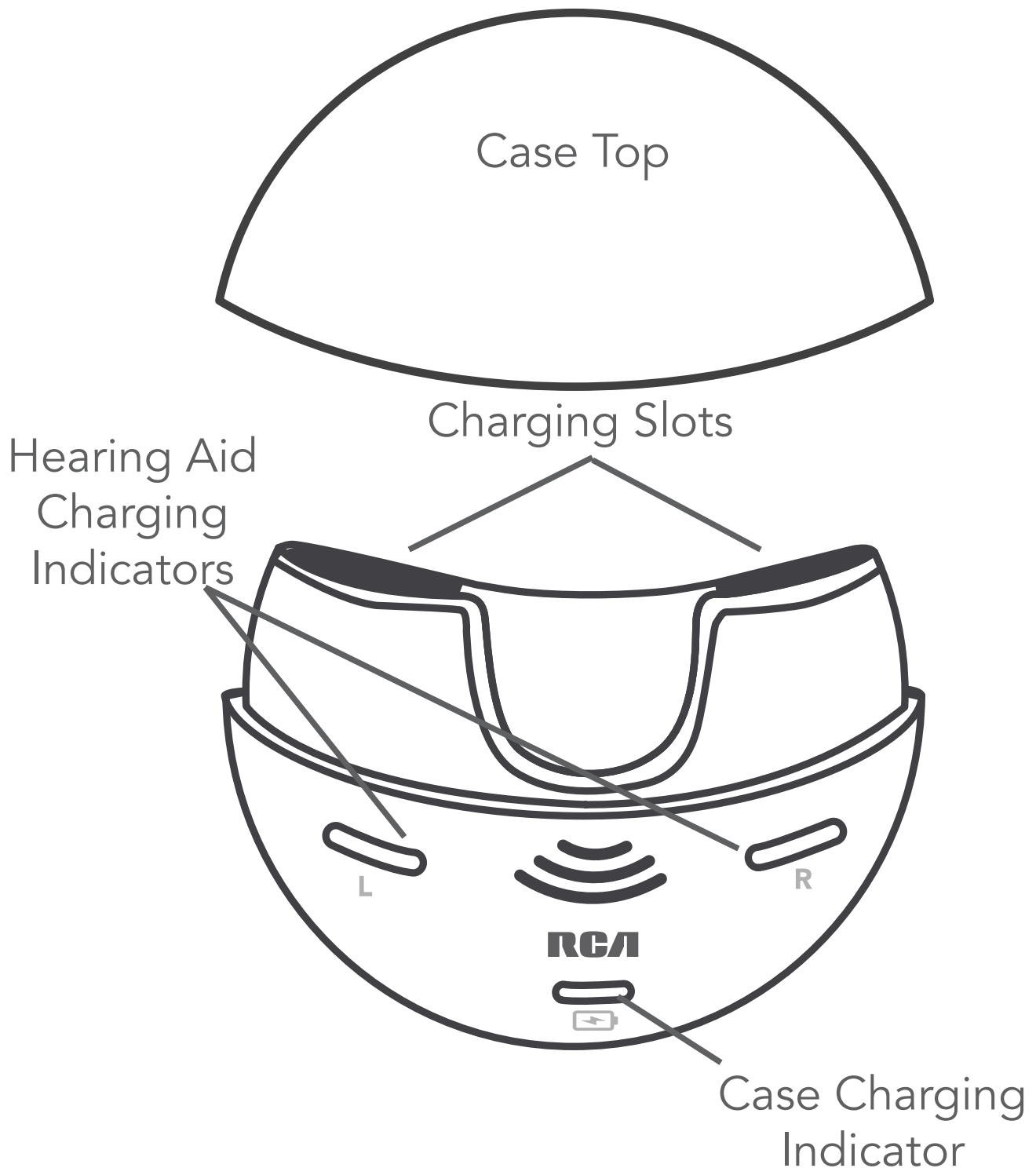
The **Charging Contacts** conduct the power to charge the hearing aids when the hearing aids are in the charging case.

The **Tube** carries the signal from the microphones to the dome.

The **Stem** attaches to one of the domes provided to fit snugly in your ear snugly in your ear.

The **Tail** tucks into the bowl of your ear to secure the hearing aid in place when you wear it.


Tour of the charging case



The **Case Top** snaps onto the case bottom 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 (L and R)** illuminate orange while the hearing aid on that side is charging and green when the hearing aid is fully charged. The labels under these indicators show which hearing aid goes in that slot (L for left, R for right).

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

The **Charging Port** (not shown) 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 contains two kinds of domes you can use: open and closed domes.

Closed domes seal your ear so that you hear more of the amplified sounds from

your hearing aid. Use these if you want more amplification.



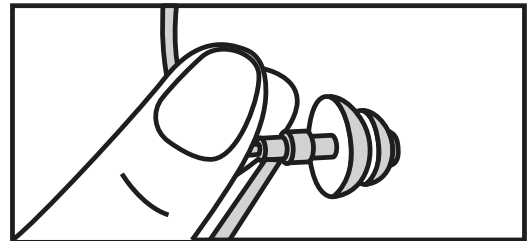
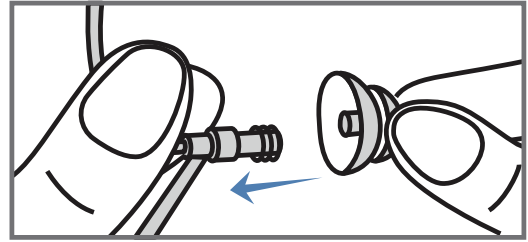
Open domes allow some outside sounds to enter your ear in addition to the amplified sounds from your hearing aid.



Once you've decided the **kind** of dome you want to use, you should choose a **size** of dome to use. Start with the medium-sized domes and try on the hearing aid. You can try the large or small domes if the mediums don't work.

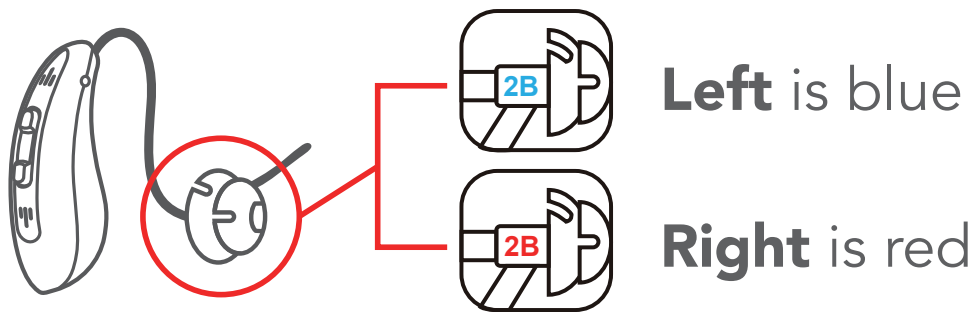
To install the domes:

1. Hold the end of the hearing aid's tube. Push the dome onto the hearing aid's stem until it feels securely in place.
2. Pull gently on the dome to make sure it's secure
3. Repeat for the other dome and hearing aid.

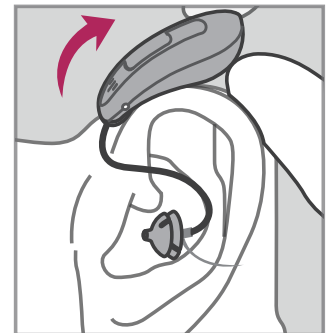


2. Put the hearing aids on

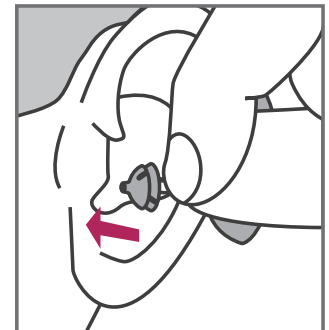
The left and right hearing aids are marked where the dome and tube meet.



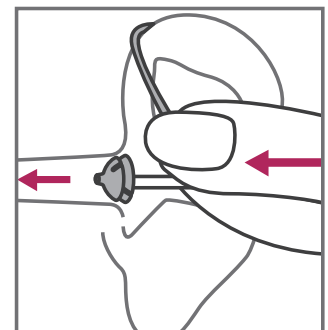
1. Place the body of the hearing aid behind your ear.



2. Hold the tube where it meets the dome.



Gently push the dome into your ear as shown.



3. Place the tail in the bowl of your ear. This helps stabilize the hearing aid.

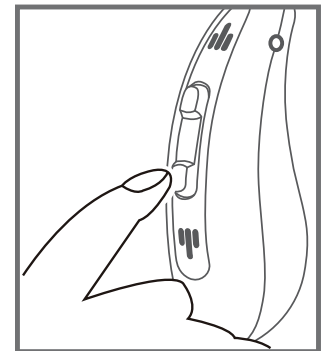


4. Repeat with the other hearing aid.

If the domes seem too large or small, you can replace them with another size. Follow the directions on the page 18 for taking off the hearing aids and domes. Then repeat the steps on page 13 to install different sized domes.

3. Turn the hearing aids on

Press and hold the bottom button on each hearing aid to turn it on. The hearing aid will beep to signal that it's on.

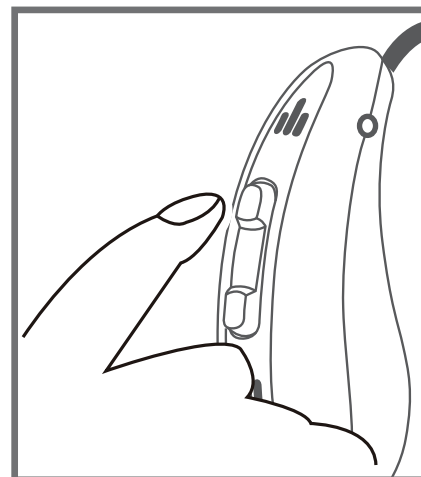


4. Choose a preset program

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 top button on each hearing aid. The hearing aid beeps to signal which preset you're currently using.



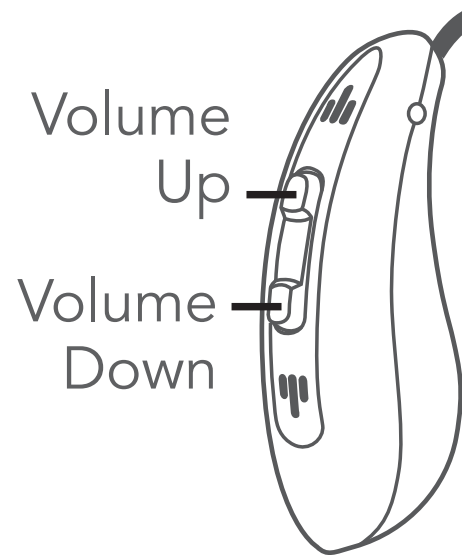
One Beep	Standard
Two Beeps	Restaurant
Three Beeps	Outdoors
Four Beeps	Music

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 11 levels of amplification.

To adjust the volume of each hearing aid: Press the top or bottom button to increase or decrease the volume. The hearing aid beeps. It beeps three times at maximum volume.



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

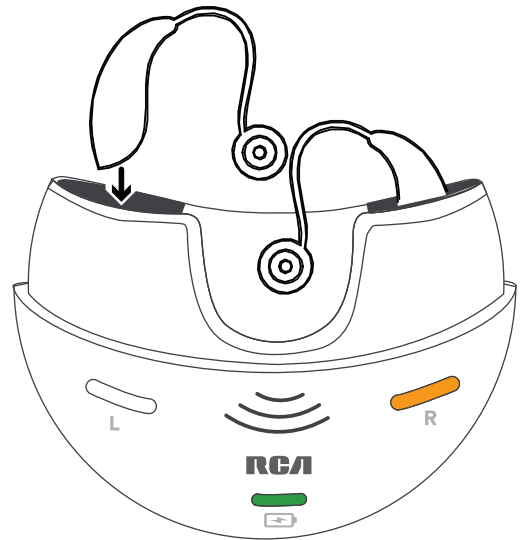
To take the hearing aids off:

1. Press and hold the bottom button on the hearing aid to turn it off.
2. Take the tail out of the bowl of your ear.
3. Hold the tube close to the dome. Gently pull the dome out of your ear.
4. Remove the body of the hearing aid from behind your ear.

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


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 **L** and **R** 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 two hours).


The  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 on the next page to recharge the case.

continues on next page...

Note: The space between the charging slots accommodates the domes and tails while you're charging the hearing aids. If you have trouble making them fit, remove the domes and store them separately.

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

IMPORTANT: Keep the case's cover securely in place when charging or storing the hearing aids.

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)

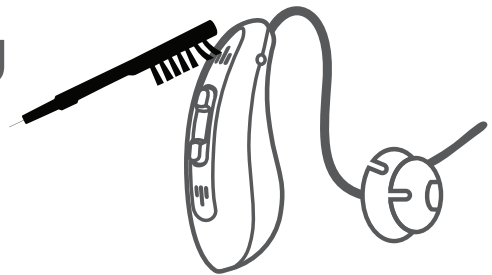
- Hearing conversations more clearly can be a game-changer for social gatherings and even one-on-one interactions. The following additional steps can take you even further:
 - Try to face the person you're talking or listening to
 - In noisy environments, try to position yourself so that the source of 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.



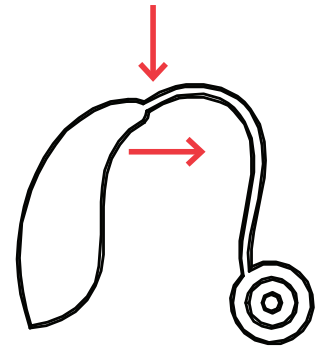
- **Clean away any wax buildup in the domes and stems.**

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.

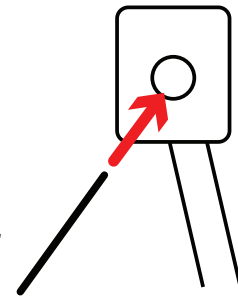
You should also use the tube cleaning tool to clean out each tube every 1-2 weeks.

To clean out a hearing aid's tube:

1. Remove the tube from the body of the hearing aid. Hold the body of the hearing aid securely. Press down on the tube where it meets the hearing aid. Then pull the tube away from it as shown here.



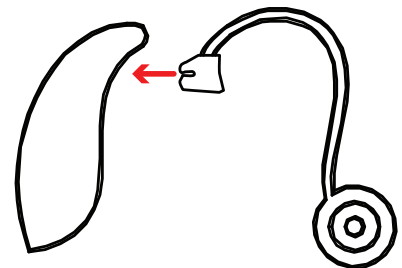
2. Push the tube cleaning tool through the tube. Insert the cleaning tool into one of the tube's openings. Push the tool all the way through the tube and out the other end.



3. Remove the tube cleaning tool from the tube. Pull the cleaning tool back through the tube and remove it completely.

4. Put the tube back on the body of the hearing aid.

Insert the end of the tube into the body of the hearing aid as shown here. Push the tube so it locks into place.



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	116dB	114dB	115dB	114dB
Full-on Gain	30dB	29dB	32dB	28dB
Total Harmonic Distortion	0.5%	0.6%	0.3%	0.4%
Self-generated noise	22dB	24dB	13dB	25dB
Latency	14 ms	14 ms	14 ms	14 ms
Frequency Range	F1=200Hz F2= 5600Hz	F1=210Hz F2= 5700Hz	F1=200Hz F2= 5600Hz	F1=200Hz F2= 5700Hz


Specification	
Expected Battery Life (from one full charge)	20 Hours
Expected hearing aid charges (from case full charge)	3 Times
Max Charging Current	30mA
Expected Service Life	
Hearing Aids and Charger	500 Charging Cycles (2-3 Years)
Domes and cleaning tools	1 Year
USB Cable and Charging Adapter	3 Years

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  illuminates orange.

Problem: The hearing aids don't produce sound.

Solution: Make sure the hearing aids are charged and turned on. Then press the top 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.

Problem: The hearing aids don't feel stable on my ear.

Solution: Make sure you've tucked the hearing aids' tails in the bowls of your ears to stabilize the hearing aid in place.

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

Labeling and Date of Manufacture

The serial number is a 15-character code located on the hearing device. 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.

For the power adapter, there is a 4-digit lot number located on the rating plate. The first 2 digits show the year of manufacture (i.e. "22" refers to 2022). The last 2 digits show the calendar week of the year.

Operating Environment

Temperature: -10°C – 40°C

Relative humidity: 30% – 75% RH

Atmospheric pressure range: 86 – 106kPa

Storage & transportation environment

Temperature: -10°C – 55°C

Relative humidity: 10% – 90%

Atmospheric pressure range: 70 – 106kPa



**WATER
RESISTANT**

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

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.

Electromagnetic Compatibility

Guidance & Declaration: Electromagnetic emissions

The model RSH062BG and RSH062SL is intended for use in the electromagnetic environment specified below. The customer or the user of the model RSH062BG and RSH062SL should assure that they are used in such an environment.

Emissions test	Compliance	Electromagnetic environment – guidance
RF emissions CISPR 11	Group 1	The models RSH062BG & RSH062SL use RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.
RF emissions CISPR11	Class B	The models RSH062BG & RSH062SL are suitable for use in domestic environments and in environments directly connected to a low voltage power supply network that supplies buildings used for domestic purposes.
Harmonic emissions IEC 61000-3-2	Class A	
Voltage fluctuations / flicker emissions IEC 61000-3-3	Complies	

Guidance & Declaration: Electromagnetic immunity

The models RSH062BG and RSH062SL are intended for use in the electromagnetic environment specified below. The customer or the user of the models RSH062BG and RSH062SL should assure that they are used in such an environment.

Immunity test	IEC 60601 test level	Compliance level	Electromagnetic environment – Guidance
Electrostatic discharge (ESD) IEC 61000-4-2	±8 kV contact ±2 kV, ±4 kV, ±8 kV, ±15 kV air	±8 kV contact ±2 kV, ±4 kV, ±8 kV, ±15 kV air	Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30 %.
Electrical fast transient/burst IEC 61000-4-4	±2kV for power supply lines	±2kV for power supply lines	Mains power quality should be that of a typical commercial or hospital environment
Surge IEC 61000-4-5	±0.5 kV, ±1 kV line to line	±0.5 kV, ±1 kV line to line	Mains power quality should be that of a typical commercial or hospital environment.
Voltage dips, short interruptions and voltage variations on power supply input lines IEC 61000-4-11	<5 % U_T (>95% dip in U_T) for 0.5 cycle <5 % U_T (>95% dip in U_T) for 1 cycle 70% U_T (30% dip in U_T) for 25/30 cycles <5% U_T (>95 % dip in U_T) for 5/6 sec	<5 % U_T (>95% dip in U_T) for 0.5 cycle <5 % U_T (>95% dip in U_T) for 1 cycle 70% U_T (30% dip in U_T) for 25/30 cycles <5% U_T (>95 % dip in U_T) for 5/6 sec	Mains power quality should be that of a typical commercial or hospital environment. If the user of the models RSH062BG and RSH062SL require continued operation during power mains interruptions, it is recommended that the models RSH062BG and RSH062SL be powered from an uninterruptible power supply or a battery.


Power frequency (50/60 Hz) magnetic field IEC 61000-4-8	30 A/m	30 A/m	Power frequency magnetic fields should be at levels characteristic of a typical location in a typical commercial or hospital environment.
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NOTE: U_T is the a.c. mains voltage prior to application of the test level.

Guidance & Declaration: Electromagnetic immunity concerning Conducted RF & Radiated RF

The models RSH062BG and RSH062SL are intended for use in the electromagnetic environment specified below. The customer or the user of the model RSH062BG and RSH062SL should assure that they are used in such an environment.

Immunity test	Conducted RF IEC 61000-4-6	Radiated RF IEC 61000-4-3	
IEC 60601 test level	3 Vrms 150 kHz to 80 MHz	6 Vrms in ISM bands & amateur radio bands 10V/m 80 MHz to 2.7 GHz	385MHz-5785MHz Test specifications for ENCLOSURE PORT IMMUNITY to RF wireless communication equipment (Refer to table 9 of IEC 60601-1-2:2014+A1:2020)
Compliance level	3 Vrms 150 kHz to 80 MHz	6 Vrms in ISM bands & amateur radio bands 10V/m 80 MHz to 2.7 GHz	385MHz-5785MHz Test specifications for ENCLOSURE PORT IMMUNITY to RF wireless communication equipment (Refer to table 9 of IEC 60601-1-2:2014+A1:2020)

<p>Electromagnetic environment - guidance</p>	<p>Portable and mobile RF communications equipment should be used no closer to any part of the models RSH062BG & RSH062SL, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter.</p> <p>Recommended separation distance $d=1.2 \times P^{1/2}$ $d=1.2 \times P^{1/2}$ 80 MHz to 800 MHz $d=2.3 \times P^{1/2}$ 800 MHz to 2.7 GHz where P is the maximum output power rating of the transmitter In watts (W) according to the transmitter manufacturer and d Is the recommended separation distance in meters (m).</p> <p>Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey,^a should be less than the compliance level in each frequency range.^b</p> <p>Interference may occur In the vicinity of equipment marked with the following symbol: </p>
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NOTE 1 At 80 MHz and 800 MHz. the higher frequency range applies.

NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

^a Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the models RSH062BG & RSH062SL are used exceeds the applicable RF compliance level above, the models RSH062BG & RSH062SL should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as reorienting or relocating the models RSH062BG & RSH062SL.

^b Over the frequency range 150 kHz to 80 MHz, field strengths should be less than 3V/m.

Recommended separation distances between portable and mobile RF communications equipment and the models RSH062BG & RSH062SL

The models RSH062BG & RSH062SL are intended for use in electromagnetic environment in which radiated RF disturbances is controlled. The customer or the user of the models RSH062BG & RSH062SL can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the models RSH062BG & RSH062SL are recommended below, according to the maximum output power of the communications equipment.

Rated maximum output power of transmitter W	Separation distance according to frequency of transmitter m		
	150kHz to 80MHz $d=1.2 \times P^{1/2}$	80MHz to 800MHz $d=1.2 \times P^{1/2}$	800MHz to 2.7GHz $d=2.3 \times P^{1/2}$
0.01	0.12	0.12	0.23
0.1	0.38	0.38	0.73
1	1.2	1.2	2.3
10	3.8	3.8	7.3
100	12	12	23

For transmitters rated at a maximum output power not listed above, the recommended separation distance d in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where P is the maximum output power rating of the transmitter in watts (W) accordable to the transmitter manufacturer.

NOTE 1 At 80 MHz and 800 MHz. the separation distance for the higher frequency range applies.

NOTE 2 These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.

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