

OTC Hearing Aids

User Manual



Want an easier setup?
Scan here
for quick step-by-step
video instructions

RCAHearingAidSupport.com

RSH20xx IB Version 06

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 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 help from a hearing healthcare professional

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.

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: These hearing aids should not cause pain when inserting them. Remove these devices from your ear if they cause pain or discomfort when inserting or placing the. 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: Expectations about what a hearing aid can do.

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.

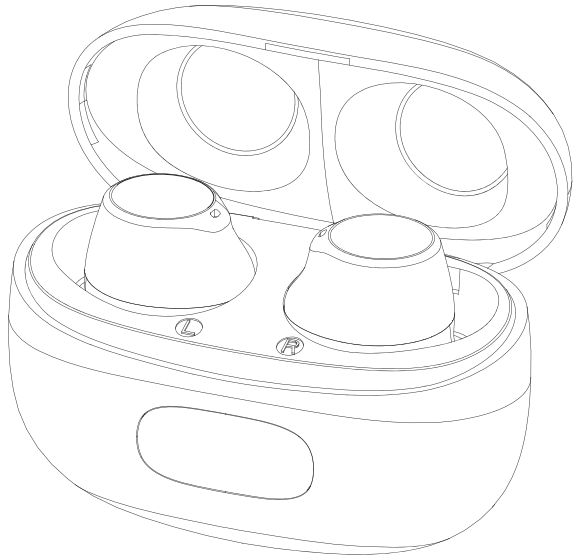
Instructions for reporting are available at www.fda.gov/Safety/MedWatch, or call **1-800-FDA-1088**

This information and other labeling, including the user instructional brochure, are available on the internet at: www.rcahearingaidsupport.com

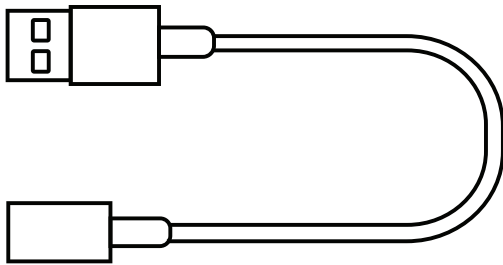
You may also call 1-888-225-2644 to request a paper copy of this information and other labeling.

This manual is for model RSH20xx, where the xx means BG, GY, and WH.

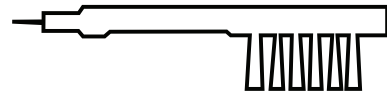
What's in the box?



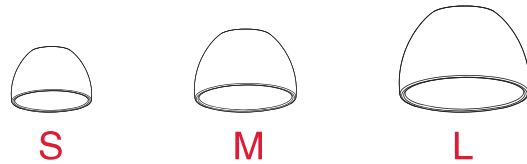
In-Ear Hearing Aids
and Charging Case



Charging
Cable

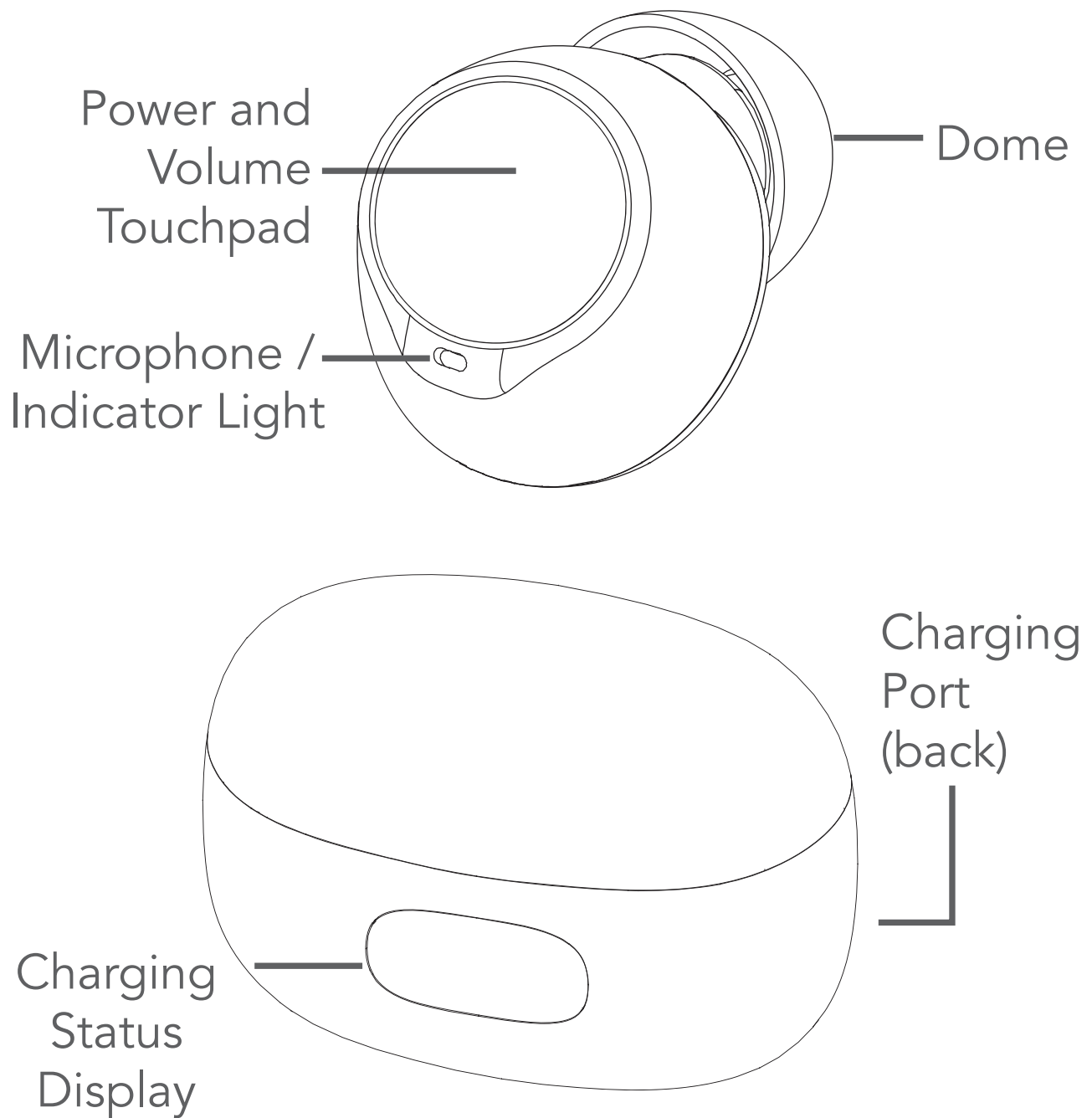


Cleaning
Brush/Pick



Small, Medium,
and Large Domes

Tour of the hearing aids and charging case

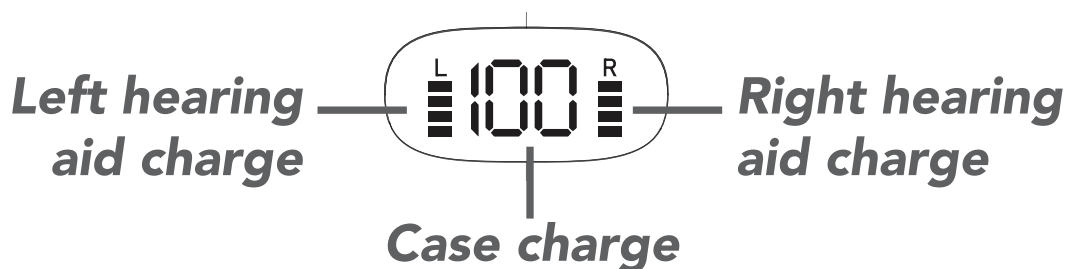


The **Microphones** on each hearing aid pick up sound in your surroundings which the hearing aids process and send through their domes into your ear. This area also has an **Indicator Light** which illuminates green while the hearing aid is charging in the case and flashes blue when the hearing aid is powered on or off.

The **Power and Volume Touchpad** turns the hearing aid on and adjusts the amount of amplification applied to the sound.

The **Dome** fits in your ear snugly to carry the hearing aid's sound directly to your ear canal. Out of the box, the medium-sized dome is attached. Try one of the other sizes if this dome is too large or small for your ear.

The charging case has a **Charging Status Display** that tells you the status of charging.



The case's **Charging Port** connects to the provided charging cable to charge the case via a USB power source (like a computer or adapter).

Getting started

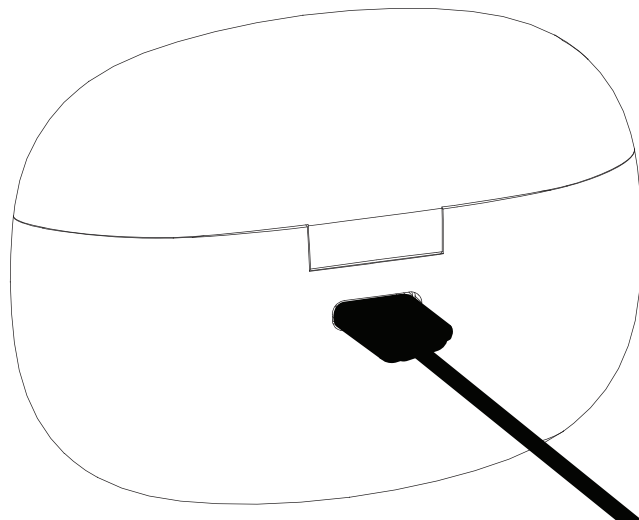
1. Remove the protective film from the display

Gently peel off the protective film covering the charging case's display.

2. Make sure the hearing aids are charged

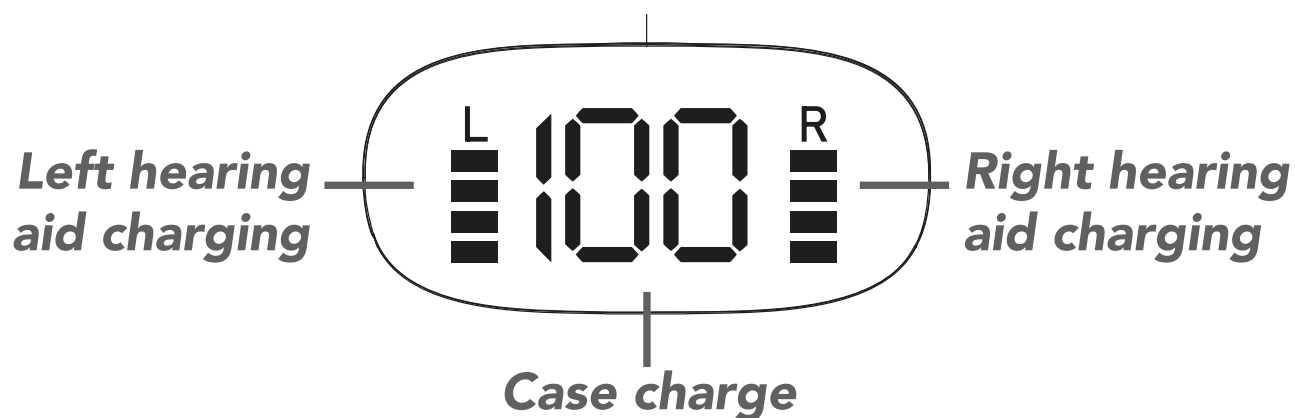
For best performance, make sure the hearing aids are charged before you use them for the first time.

Insert one end of the included charging cable in the charging port on the back of the charging case.



Insert the other end into a USB power source (like a computer or USB power adapter).

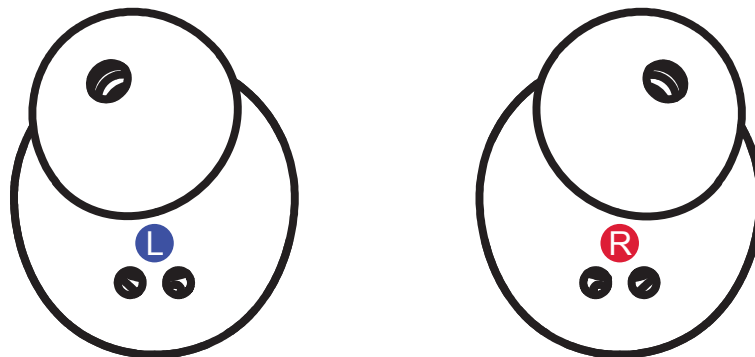
The display on the front of the charging case shows the charging status of both the case and the hearing aids: the case charge is the number in the middle, and the hearing aids are the bars on the side.



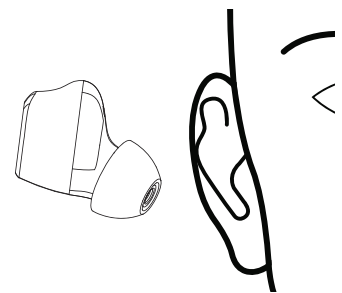
If the side bars do not appear on the display, the hearing aids are fully charged and can be used immediately. If they're flashing, leave the hearing aids in the case to finish charging.

3. Put the hearing aids on

The charging case is labeled to show the left and right hearing aids. The inside of each hearing aid is also labeled (blue for left and red for right).

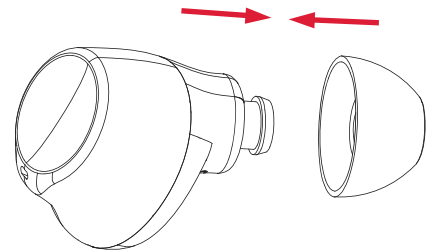


Remove each hearing aid from the case and place it in the correct ear as shown here, with the large part on top. (This is to make sure that the microphone is pointing up.)



Each hearing aid comes with a medium-sized dome installed. If these domes seem too large or small to fit your ear comfortably, change them for one of the other domes included.

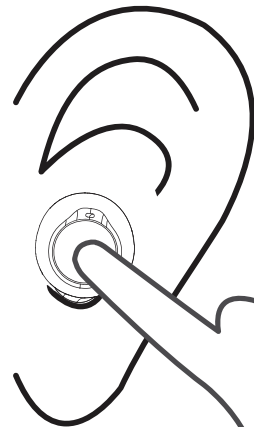
To change the dome: Take the hearing aid out of your ear. Gently pull the dome off the end of the tube. Then replace it with the larger or smaller dome in the package. Make sure the dome is completely on the stem.



4. Turn the hearing aids on

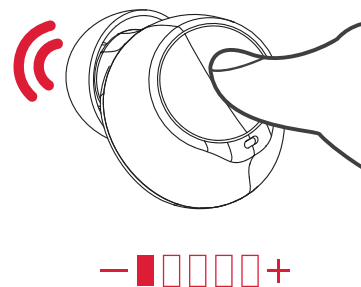
Press and hold the side of each hearing aid as shown here for four seconds, then release.

After a few seconds, each hearing aid will beep to signal that it's on.

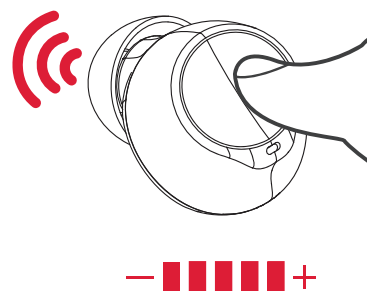


5. Adjust the volume

Each hearing aid has 5 volume levels. When you first turn them on, they are at their minimum volume (level 1). To go to the next highest volume level, press the side of the hearing aid you want to adjust. The hearing aid beeps twice to signal that it's increased its volume to the next level.



When the hearing aid reaches its maximum level (level 5), it beeps three times. Press once more to return the hearing aid to its minimum level (level 1).

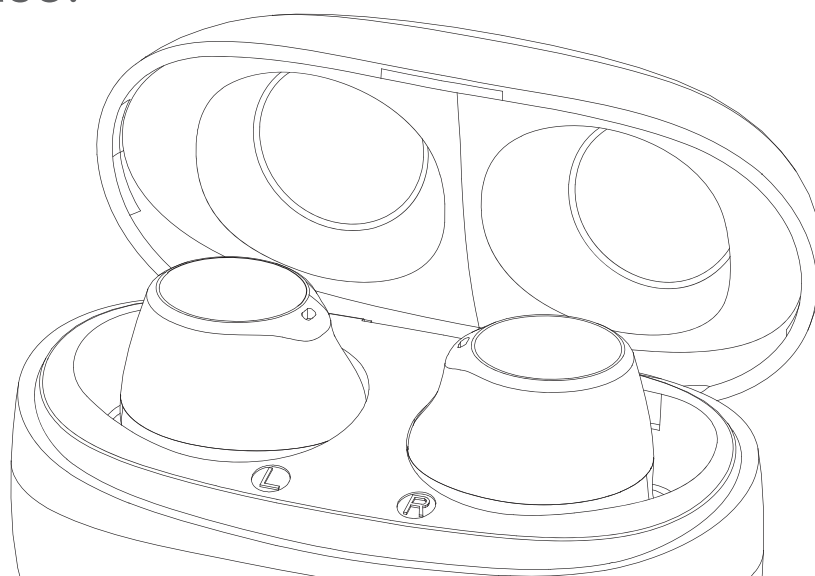


Note: The hearing aids will remember your last volume setting when you turn them back on.

Storing and Charging Your Hearing Aids

The case that comes with your hearing aids serves for storage and for charging.

To seat your hearing aids in the storage/charging case: Position the left and right hearing aids so that their microphones are facing the inside as shown below. They will lock into place and turn off automatically when you place them in their charging ports. Their indicator lights turn green to show they're charging. Close the top of the case.



To turn off the hearing aids manually: Press and hold the back of each for four seconds. The indicator light flashes blue when the hearing aid turns 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.

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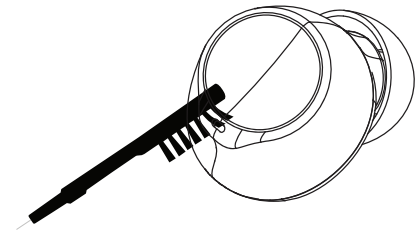
Tips for New Users (continued)

- 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

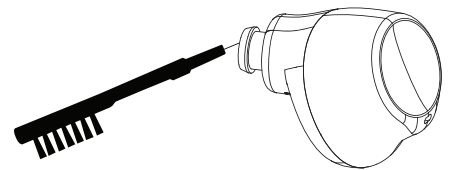
Keeping your hearing aids clean is crucial to getting the most from them. Wearing a hearing aid can increase the amount of wax your ear produces, so it's especially important to perform the following cleaning routine daily.

- **Wipe the surface of the hearing aids** with a wet wipe, soft cloth, or tissue.
- **Brush around the hearing aids' microphones** using the provided brush.



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

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



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 aid 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 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	Value
Max. OSPL 90	110 dBSPL
Full-on Gain	25 dB
Total Harmonic Distortion	2%
Self-generated Noise	29 dBA
Latency	8 ms
Frequency Range	F1 < 250 Hz and F2 > 5500 Hz
Expected Battery Life (from one full charge)	≥ 15 Hours
Expected Service Life	300 cycles
Max Charging Current	350mA

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 USB power source. The case's display shows its charging percentage.

Problem: The hearing aids don't produce sound.

Solution: Make sure the hearing aids are charged and turned on. Then press the side of each hearing aid to adjust its volume. If you still don't hear sound, clean the hearing aid's dome and microphone 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 fall out of my ear.

Solution: Make sure you're using the right dome sizes for your ears. The domes should fit snugly in your ears and help secure the hearing aids in place.

Product Repair and Replacement

If your RCA hearing aid needs to be replaced during its 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, New York 11788



**WATER
RESISTANT**

Labeling and Date of Manufacture

The serial number is a 15-character code you can get by scanning the QR code on the hearing device with your phone. 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.

Questions?

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