



User Guide

Venture Mini X



WARNING

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

You should go 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 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, 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 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 the 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 does not 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.



WARNING

Risk of injury!

Always wear the hearing aid with a Sleeve.

- ▶ Make sure that the Sleeve is completely attached.
- ▶ Ensure that only a single Sleeve is attached to each hearing aid.
- ▶ In the very rare case that the Sleeve gets stuck in the ear canal and you cannot remove it yourself, please contact a physician.
- ▶ Do not insert the Sleeves in your ears without the hearing aid attached.



WARNING

In case you have any doubt whether this device is appropriate for you, consult a licensed physician before using this device.

**WARNING**

This hearing aid is intended for you only and should not be worn by others.

**WARNING**

Choking hazard!

Your hearing aids contain small parts which can be swallowed.

- ▶ Keep hearing aids, batteries and accessories out of reach of children and pets.
- ▶ If parts have been swallowed consult a physician or hospital immediately.



CAUTION

This is not hearing protection.

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you are 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.



NOTICE

Do not use your hearing aids while swimming or while taking a shower.

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.



CAUTION

Read this user guide thoroughly and completely to avoid damage and injury.



NOTICE

In case of a serious incident, report the occurrence to the manufacturer of the device.



NOTICE

- ▶ It is necessary to use the **hear.com VENTURE** app to set up the device.
- ▶ The left and the right hearing aid are intended to be worn together. They operate as a set.

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1 Your hearing aids

Indications for use / Intended use

What you'll find in the box

Get to know your hearing aids

Get to know your charger

Your hearing aids

A power cell (lithium-ion rechargeable battery) is permanently built into your hearing aid. This enables easy charging with your charger.

The wireless functionality enables advanced audiological features and synchronization between your two hearing aids.

Indications for use / Intended use

The self-fitting hearing aid is intended to amplify sound for individuals 18 years of age or older with perceived mild to moderate hearing impairment. It is adjusted by the user to meet the user's hearing needs through software tools. The device is intended for direct-to-consumer sale and use without the assistance of a hearing care professional.

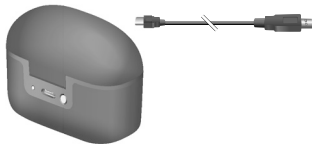
The **hear.com VENTURE** app is intended to support self-fitting and fine-tuning of the self-fitting hearing aid.

The charger is intended to charge compatible hearing aids with built in power cells (lithium-ion rechargeable batteries).

What you'll find in the box



Left and right hearing aid,
Sleeve S attached



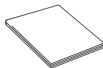
Charger + USB power cable



Receiver wax guard



Cleaning
brush



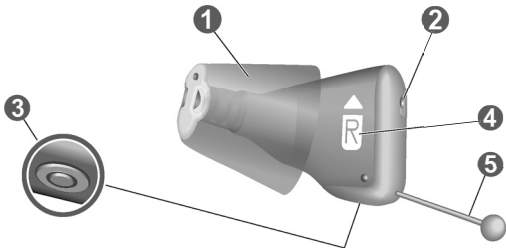
Cleaning
cloth



Sleeves
sizes XS, M, and L

► Quick start card and this user guide

Get to know your hearing aids



-
- | | |
|----------------------|---|
| ① Sleeve | ④ Side indicator
(R = right ear, L = left ear) |
| ② Microphone opening | ⑤ Removal cord |
| ③ Charging contacts | |
-

You can use the following standard Sleeves:



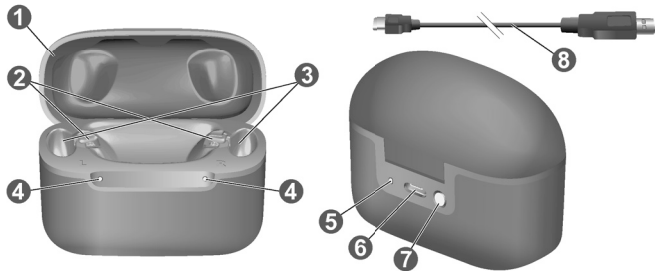
Closed Sleeve (standard)



Vented Sleeve (optional)

See “How to change Sleeves” section for more information on Sleeve types.

Get to know your charger



-
- | | | |
|-----------------|--------------------------|-------------------|
| ① Lid | ④ LEDs –
hearing aids | ⑥ USB power port |
| ② Charging port | ⑤ LED – charger | ⑦ Push button |
| ③ Rubber cap | | ⑧ USB power cable |
-



Fully charge your hearing aids before using them for the first time.



Charger data

Under the removable silicone lining in the lid of the charger is a label with symbols, serial number, and legal manufacturer of the charger. Lift the lining from the lid with your fingernail and pull it off. To reinsert, press around the edges.

2 Getting started

Charge your device

Prepare your phone before setup

Download the **hear.com VENTURE** app

Set up and personalize your hearing aids with the **hear.com VENTURE** app

Getting started

It is required to complete all steps in the **hear.com VENTURE** app to setup the hearing aids for your needs.

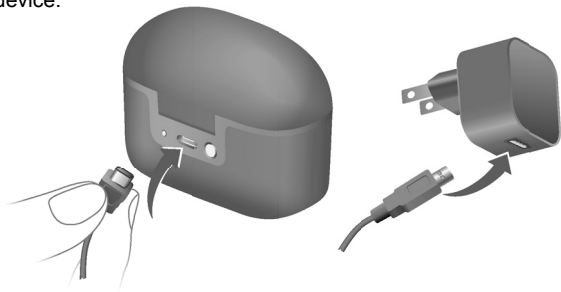
You will be guided through the process.

- ① Charge your device.
- ② Prepare your phone before setup.
- ③ Download the **hear.com VENTURE** app.
- ④ Set up and personalize your hearing aids with the **hear.com VENTURE** app.

Follow the instruction carefully.

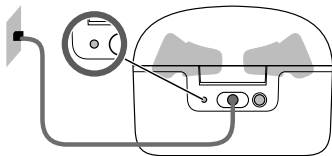
1 Charge your device

Connect the charger and a suitable power adapter (not included) with the USB power cable. Use the USB power cable which came with the device.



Keep the hearing aids inside the charger. The hearing aids wake up from deep sleep mode and start charging.

While charging, the lights are pulsating green. The lights change to glowing green when the batteries are fully charged.



② Prepare your phone before setup

Before starting, do the following:

- ▶ Ensure strong internet access (Wi-Fi or cellular) throughout the configuration process.
- ▶ Find a place where you are not disturbed by other loud sounds.
- ▶ Unmute your smartphone and disable silent mode.
- ▶ Set the volume for media sounds of your smartphone to a high level (about 75%).

3 Download the hear.com VENTURE app

Use the **hear.com VENTURE** app to setup and configure your hearing aids.



Download the app using the QR code below – or search for the **hear.com VENTURE** app directly in the App Store (iOS)* or Google Play (Android)**.

**ACCESS THE QUICK
SETUP WEBSITE HERE:**
www.hear.com/venture



Follow the in-app instructions to set up your hearing aids.

*Apple and App Store are trademarks of Apple Inc., registered in the U.S. and other countries.

**Google Play and the Google Play logo are trademarks of Google LLC.

How to use a QR code

Start by scanning the QR code* with your smartphone camera or by typing the URL into your browser:

1. Open the QR code reader or smartphone camera on your phone.
2. Hold your device over the QR code so that the QR code is clearly visible within your smartphone's screen.
3. The phone will automatically scan the QR code. When your smartphone reads the QR code, a link will appear. Tap the link to go to the quick setup website.



NOTICE

- Not all smartphone readers work the same. Some may require additional steps.

* QR code is registered trademark of DENSO WAVE INCORPORATED.

④ **Set up and personalize your hearing aids with the hear.com VENTURE app**

- ▶ Follow the instructions in the app to determine your hearing profile.
- ▶ The settings are programmed into your device.
- ▶ Finally, adjust the overall volume.

Once you have had a chance to try the hearing aids, you can return to the **hear.com VENTURE** app to adjust the sound with the fine tuning assistant and/or volume and sharpness control.

If you require additional help, support information and contact addresses can be found in the app.



NOTICE

Set up the hearing aids in a quiet environment without interruptions for the best result.

3 Handling of your device

Switching on and off

Inserting and removing the hearing aids

How to change Sleeves

Handling of your device

Switching on and off

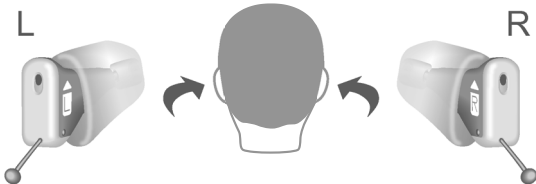
There is no on/off button on the hearing aids.

- ▶ **Switching on:** Take the hearing aids out of the charger.
- ▶ **Switching off:** Place the hearing aids in the charger.

Inserting and removing the hearing aids

Inserting the hearing aids

- ▶ Identify right and left hearing aid so that you insert it in the correct ear. Letters R and L indicate the side:
R = right ear
L = left ear
- ▶ Hold the hearing aid correctly before inserting it: Pay special attention to the removal cord indicating the bottom. The arrow which is printed on the hearing aid has to point upwards.



- ▶ Gently push the hearing aid into the ear canal.



NOTICE

- ▶ Push the device into the intended position, making sure there is no discomfort/resistance.

- Twist it slightly until it sits well.
Open and close your mouth to avoid accumulation of air in the ear canal.

If the hearing aids do not fit comfortably in your ear, see the section “How to change Sleeves”.



Removing the hearing aids

Remove each hearing aid by pulling the removal cord toward the back of your head.

Clean and dry your hearing aids after usage. Read more in the safety and maintenance information.

How to change Sleeves

The hearing aids come with the size S Sleeves pre-attached. If you do not feel comfortable using this size, you can change the Sleeves.

Choose a **smaller size** if the hearing aid feels tight in your ear.
Choose a **larger size** if the hearing aid feels loose or makes whistling noise.

Left and right ear sizes may differ.

Note: Make sure to use the correct Sleeves with this product.

Closed Sleeves provide a better noise suppression and more amplification. The closed Sleeves are included with your product.

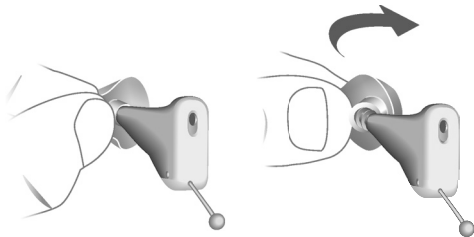
Vented Sleeves provide better air ventilation and allow your own voice to sound more natural. These Sleeves can be purchased as needed.

If you are unsatisfied with the sound quality of your hearing aids, consult with customer service for alternative Sleeves.

Removing the Sleeve

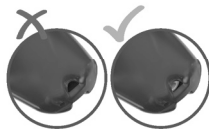
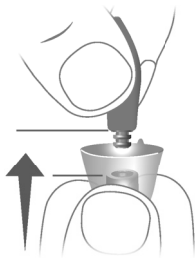
Pinch and pull off the Sleeve.

Sleeves are designed to be discarded after removal from device.

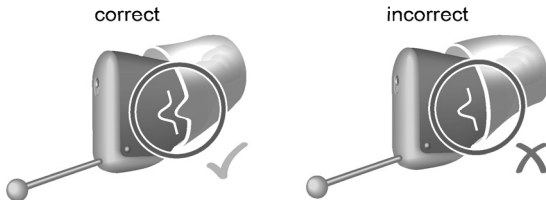


Installing the new Sleeve

- ▶ Take particular care that the new Sleeve covers the retention rings of the receiver fully.
- ▶ Check the firm fit of the new Sleeve. The Sleeve fits correct when the wax guard is visible.



- When installing the new Sleeve, take care that the flap of the Sleeve matches the line printed on the device.



*shown for the right device



NOTICE

Select the Sleeve size that gives you the best wearing comfort in each ear. Left and right ear sizes may differ. Choose a larger size in case of whistling problems.

4 Charging

Charging the hearing aids

Best practices for charging

Charging the charger

Checking the battery capacity
of the charger

Switching the charger on or off

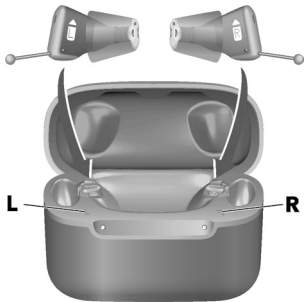
Replacing the charger battery

Safety information for the
charger

Charging

Charging the hearing aids

- ▶ Place the right hearing aid in the charging cup marked with an “R”, and the left hearing aid in the charging cup marked with an “L”.
- ▶ Close the charger’s lid.
- ▶ The hearing aids switch off automatically and start charging, indicated by the charging status LEDs.



If the status LEDs do not light up when you insert the hearing aids, check the following:

- The hearing aids are not correctly placed. Push them slightly into their charging cups or close the charger's lid.
- The charger is switched off. Press and hold the button for 3 seconds to switch on the charger or connect the charger to an electrical outlet.
- The charger's internal battery is too low for mobile charging. Connect the charger to an electrical outlet.



WARNING

- ▶ Charge your hearing aids only with the approved charger.
- ▶ Immediately discontinue use if the hearing aids or the charger feel hot.
- ▶ Do not dispose of the device in fire or water.
- ▶ Keep the device away from combustible materials, due to the unlikely event of a lithium-ion battery bursting or exploding.

In any of the above cases, contact the customer service for help.

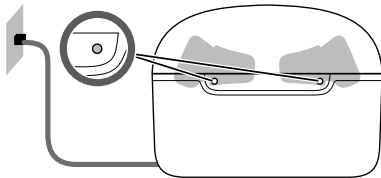


WARNING

Do not use the device when its performance after charging reduces considerably. Return the device to your hearing care professional.

Charging status of the hearing aids

The LED next to a hearing aid indicates the charging status of the hearing aid.



Hearing aid LED

Pulsating green

Hearing aid is being charged.

Glowing green

Hearing aid is fully charged.

Hearing aid LED

LED is off

No hearing aid is in the charger, hearing aid is not placed correctly, or charger is switched off.

When the charger is not connected to an external power source, the LED switches off after 7 seconds.

Pulsating orange

Cooling phase. Charging is resumed when the device has cooled down. Refer to section "Troubleshooting".

Blinking red

Hearing aid error. Refer to section "Troubleshooting".

When the charger is switched off, no status is displayed at all.

Safekeeping

It is safe to leave the hearing aids in the charger after they are fully charged. If you want to store the hearing aids for a longer time, you can switch off the charger. The charger can only be switched off when there is no power source connected to the charger and the lid is closed.

Low power indication

An audible alert signal to indicate the hearing aid power cell is running low will be played. The signal will be repeated every 20 minutes. Depending on the usage of your hearing aids, you have approximately 1.5 hours to charge your hearing aids before they stop working.

Best practices for charging

You may have some questions on how to best charge your hearing aids. Read the questions and answers below. For further information, visit hear.com/support-contact.

How often do I need to charge the hearing aids?

Hearing aids are meant to be charged daily, even if the power cell is not empty. Charge them overnight so you can be sure to start your day with fully charged hearing aids.

What happens if I forgot to charge?

Your hearing aids will automatically switch off when the power cell is empty. Charge the hearing aids as soon as possible.

Hearing aids which have not been charged for over 6 months may be damaged due to an unrecoverable deep-discharge of the power cell. Deep-discharged power cells cannot be charged anymore and have to be replaced.

Charging the charger

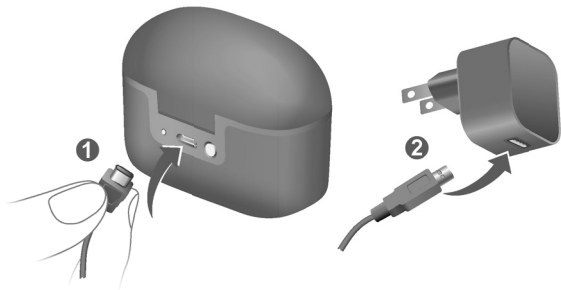
Charging the charger – via electrical outlet



NOTICE

Use of incompatible parts poses a risk of malfunction.

- ▶ Use only the USB cable that is provided with the device.
- ▶ Do not insert incompatible or foreign objects into the charger port.
- ▶ Use a standard USB power adapter rated at 5 W or higher with an output voltage of 5 V DC.

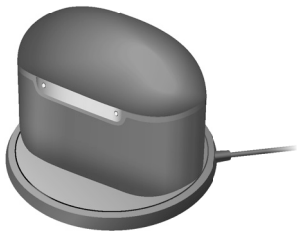


- ▶ Connect the USB-C side of the USB power cable to the USB port of the charger ❶.
- ▶ Connect the other side of the USB power cable to a suitable electrical plug ❷.

The internal battery starts charging. When hearing aids are inserted, they start charging as well. The charging status of the charger is shown permanently if it is connected to an external power supply.

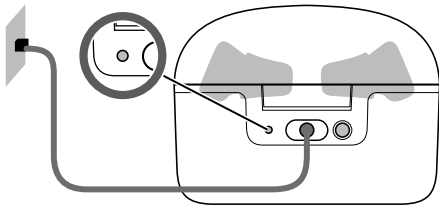
Charging the charger – wirelessly

- ▶ Place the charger on a wireless Qi-certified transmitter pad.
- ▶ After a few seconds, the internal battery will start charging, indicated by the pulsating green LED of the charger.
- ▶ When hearing aids are inserted, they start charging as well, indicated by the pulsating green LED of the hearing aids LED. If the LED is off, re-align the charger to the center of the transmitter pad.
- ▶ The charging status of the charger is shown permanently if it is connected to an external power supply.



Charging status of the charger

The **rear LED** indicates the charging status of the charger and its internal battery.



While the internal battery is being charged, the charging status is indicated as follows:

Charger LED when charger is charging

Pulsating green

Internal battery is being charged.

Glowing green

Charger is fully charged.

Pulsating orange

Cooling phase. Charging is resumed when the device has cooled down. Refer to section "Troubleshooting".

Blinking red

Charger error. Refer to section "Troubleshooting".

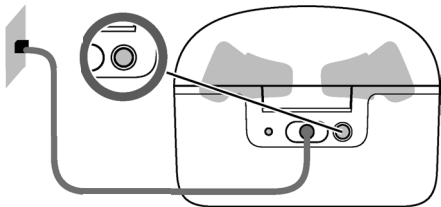
For an overview of the hearing aids' charging status, refer to the section "Charging hearing aids".

Checking the battery capacity of the charger

To check whether the charger's internal battery has enough capacity to fully charge your hearing aids when you are mobile:

- ▶ Disconnect the charger from the electrical outlet.
- ▶ Briefly press the push button.

The **rear LED** indicates the status of the charger's internal battery for 7 seconds.



Charger LED when you are mobile

Glowing green

Internal battery has enough capacity to fully charge two hearing aids.

Glowing orange

Internal battery does **not** have enough capacity to fully charge two hearing aids.

Blinking orange

Internal charger battery discharged. Charging of hearing aids is not possible.



The internal battery has a capacity of 700 mAh (see label on device).

If the status LED does not light up when you press the button, check the following:

- The charger is switched off. Press and hold the button for more than 3 seconds to switch on the charger.
- The charger's internal battery is too low to display the status. Connect the charger to an electrical outlet, wait several minutes and try again.

Switching the charger on or off

When the charger is connected to an electrical outlet, it is automatically switched on and cannot be switched off.

During mobile charging, press and hold the button for more than 3 seconds to switch the charger on or off.

- When the charger switches on, the status of the hearing aids and the status of the charger's internal battery are displayed for 7 seconds.
- When the charger switches off, the **rear LED** blinks green 4 times for 2 seconds and then switches off.

Replacing the charger battery



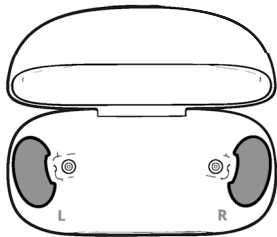
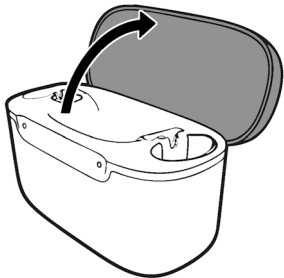
WARNING

Risk of explosion when the replaceable battery is handled wrong.

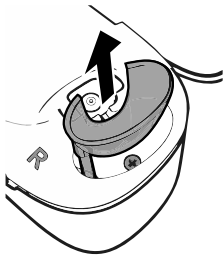
- ▶ Do not short circuit, pierce, or crush the battery.
 - ▶ Prior to returning the battery for recycling, tape the battery terminals to prevent short circuit, which may cause the battery to explode.
 - ▶ Do not place in oven or fire.
 - ▶ Do not immerse in water/liquid.
 - ▶ Charge the rechargeable battery within operating temperature.
 - ▶ Do not use if battery appears to be swollen.
-
- Exercise caution when handling tools to open battery door to replace battery.
 - Avoid using battery with unclean surfaces.

To replace the battery, do the following:

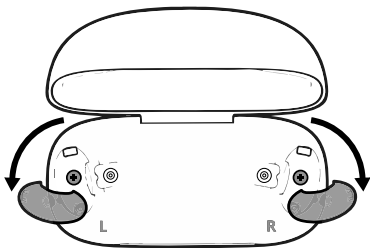
- Open the charger lid to locate the rubber caps.



- Pull the rubber caps slightly up.

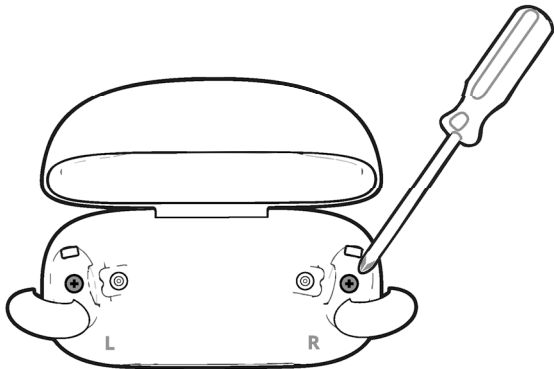


- Rotate the rubber caps outward.

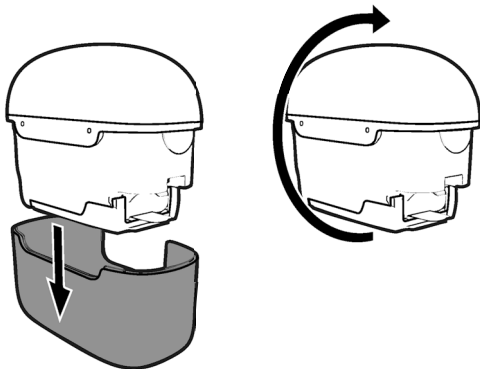


The screws will be visible.

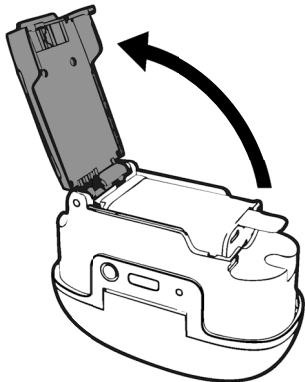
- Unscrew the screws with a PH0 screwdriver.



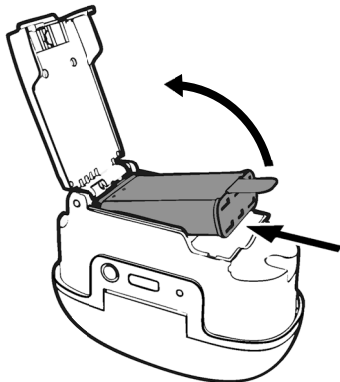
- Pull out the charger base cover and turn over the charger.



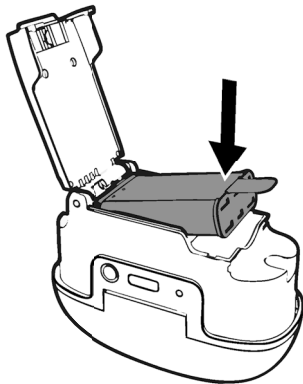
- Open the battery cover.



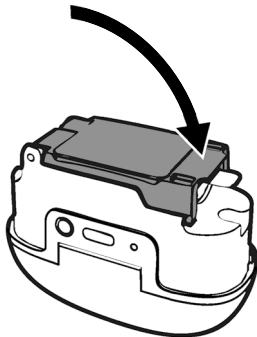
- Push in the old battery and lift tab to remove it.



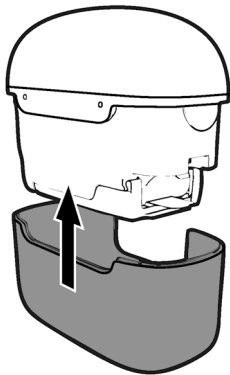
► Insert the new battery.



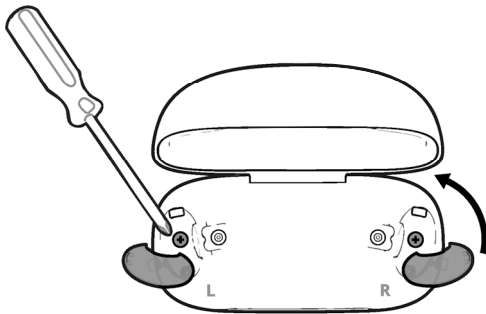
► Close the battery cover.



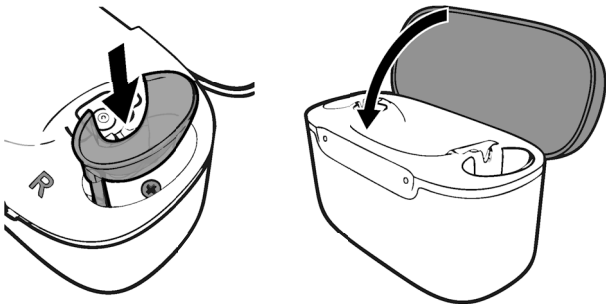
- Reconnect the charger base cover and turn over the charger.



- Tighten the screws and move the rubber caps back in.



- Push the rubber caps in and close the lid.



You have successfully replaced the battery of your charger.

Safety information for the charger



WARNING

Risk of electrical shock!

- ▶ Do not use obviously damaged devices and return them to point of sale.



WARNING

Note that any unauthorized changes to the product may cause damage to the product or cause injury.

- ▶ Use only approved parts and accessories. Ask your Hearing Care Professional for support.
- ▶ Do not modify this product without authorization from the manufacturer.
- ▶ If this product is modified, appropriate inspection and testing must be conducted to ensure safe use of the product.

**WARNING**

Risk of burns!

- ▶ Do not place anything other than your hearing aids in the charger.

**WARNING**

Choking hazard!

Your device contains small parts which can be swallowed.

- ▶ Keep hearing aids, batteries and accessories out of reach of children and cognitively impaired people.
- ▶ If parts have been swallowed consult a physician or hospital immediately.



WARNING

Risk of injury, fire or explosion!

- ▶ Incorrect use of the device can cause the lithium-ion rechargeable battery to burst.
- ▶ Follow the safety instructions for lithium-ion rechargeable battery in this section.

Risk of electric shock

- ▶ Connect the charger only with a USB power supply which complies with EN IEC 62368-1.



WARNING

Risk of explosion when the replaceable battery is handled wrong.

- ▶ Observe the operating conditions.
- ▶ Protect your device from sunlight and extreme heat like fire, microwave ovens, induction ovens, and other high induction fields.

**WARNING**

Risk of explosion!

- ▶ Do not use your device in explosive atmospheres (e.g. in mining areas).

**WARNING**

- ▶ Do not repair the lithium-ion rechargeable battery yourself. Refer to the IFU on the battery handling.



WARNING

Risk of interference with implants!

Your charger can interfere with other devices if it is too close to them. This includes electronic implanted medical devices such as pacemakers, insulin pumps, and neurostimulators. It also includes inactive ferromagnetic implants such as stents, valves, and electrodes.

If you have an implanted medical device, take the following precautions:

- ▶ Keep the charger at least 4 cm (about 1.6 inches) away from any implanted device, or any potential source of interference.
- ▶ Do not place the charger in clothes pockets near the site of the implant.



NOTICE

What to do in case of a serious incident.

- ▶ In case of a serious incident, report the occurrence to the device manufacturer and the competent authority under whose jurisdiction the user and/or patient resides or is established.



NOTICE

Your device is designed to comply with international standards on electromagnetic compatibility, but interference with nearby electronic devices could occur. In this case, move away from the source of interference.



NOTICE

Charging systems may interfere with measuring devices and electronic equipment.

- ▶ In hospitals: The charger complies with applicable standards. Therefore use of the charger in hospitals should be permissible. Nevertheless the charger may interfere with highly sensitive devices. In those cases appropriate steps shall be taken (increase distance from sensitive devices or disconnect the charger from power supply).



NOTICE

Charger may interfere with other devices.

- ▶ Keep the charger at least 4 cm (1.6 inches) away from any implanted device, or any potential source of interference.
- ▶ Do not place the charger in clothes pockets near the site of implant.

**NOTICE**

- Protect your device from extreme heat. Do not store it in direct sunlight.

**NOTICE**

- Protect your devices from high humidity.

**NOTICE**

- Do not dry your devices in the microwave oven.

**NOTICE**

- Do not drop. Internal components may get damaged.

5 Daily use

Adjusting the volume

Adjusting your hearing aid

What to do in loud environments

Use with medical implants

Possible physiological side effects

Explosive atmospheres

Daily use

Adjusting the volume

Your hearing aids automatically adjust the volume to the listening situation.

If you prefer manual volume adjustment, use the **hear.com VENTURE** app. Your hearing aids will retain the last volume adjustment when they are switched off.



NOTICE

- ▶ Do not drop the hearing aids or the charger. Internal components may get damaged.

Adjusting your hearing aid



WARNING

Do not adjust the hearing aid when your attention is required on other activities, for example when crossing a street or driving a car.



WARNING

Your hearing devices may reduce certain background sounds, potentially also traffic or warning signals. Adjust the hearing aid to ensure you can hear surrounding sounds, including alarms and warning signals. Be aware that it may be more difficult to identify where a sound is coming from during the first few weeks of use.

What to do in loud environments



WARNING

Do not use this device as hearing protection in loud environments.



WARNING

Remove hearing aids before using hearing protection equipment. Noise-cancelling headphones should not be used as hearing protection.



WARNING

Frequent exposure to loud sounds may harm your hearing. Keep the loudness at comfortable listening levels. Wear hearing protection when exposed to loud environmental noise.



NOTICE

The smartphone generates short tone sequences to control the hearing aids. Do not hold the smartphone close to the ear while using the app.

Use with medical implants



WARNING

Risk of interference with active and non-active implants!

- ▶ Keep a safe distance of about 4 cm (1.6 inches) between the implant and charger.

Possible physiological side effects



WARNING

In case of a known contact allergy, consult the customer service regarding the presence of the allergen before using the hearing aid. If an allergic reaction develops after wearing the hearing aid, immediately discontinue use and consult a licensed physician.



WARNING

Contact your physician if you experience any unusual skin irritation, excessive accumulation of ear wax, dizziness, change in your hearing, or if you think there might be an object in your ear canal.

**WARNING**

This product can expose you to Nickel (Metallic), which is known to the State of California to cause cancer. For more information, go to www.P65Warnings.ca.gov.

Explosive atmospheres**WARNING**

Risk of explosion!

- ▶ Do not use your hearing aids in explosive atmospheres (e. g. mining areas).

6 **Cleaning and maintenance**

Cleaning

Exchanging the receiver wax guard

Storage

Cleaning and maintenance

Cleaning

Hearing aids

- ▶ Clean your hearing aids daily using a soft and dry tissue.
- ▶ Avoid using water; only use cleaning products specifically designed for hearing aids.
- ▶ Optionally, moist wipes made for use with hearing aid products can be used for effective cleaning.



NOTICE

- ▶ Clean your hearing aids daily with a soft and dry tissue. Never use water. Only use cleaning products declared for use with hearing aids.



NOTICE

- ▶ Protect your hearing aids from high humidity. Do not wear them in the shower or when you apply make-up, perfume, aftershave, hairspray or suntan lotion.



NOTICE

- ▶ Protect your hearing aids from extreme heat. Do not store them in direct sunlight.



NOTICE

- ▶ Do not dry your hearing aids in the microwave oven.

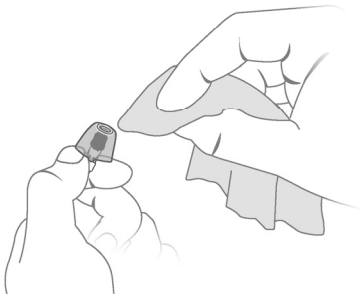
Charging contacts on the hearing aid

- ▶ Never use alcoholic solvents on the charging contacts of your hearing aids.
- ▶ To prevent corrosion, use a soft and dry tissue to wipe off any sweat or liquid from the charging contacts or hearing aids before inserting them into the charger.
- ▶ Optionally, moist wipes made for use with hearing aid products can be used for effective cleaning of the charging contacts in case of charging issues.

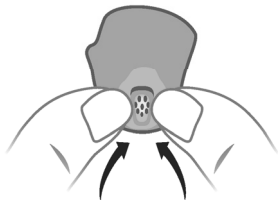
Sleeves

Ear wax may accumulate in the Sleeves which may affect sound quality.

- ▶ Clean the Sleeve when you take it out of the ear with a soft and dry tissue.
- ▶ This prevents that ear wax becomes dry and hard.



- Squeeze the tip of the Sleeve to remove ear wax.



Exchange the standard Sleeves approximately every three months. Replace them sooner if you notice cracks or other changes.

Contact customer service if ear wax has collected underneath the Sleeve and it cannot be wiped off.

Charger



NOTICE

Risk of injuries caused by electric shock!

- ▶ If cleaning is required, disconnect the charger from the power supply.
- ▶ Clean the charger with a soft, dry tissue.
- ▶ Never use running water or immerse the charger in water.
- ▶ Do not sterilize or disinfect the charger.
- ▶ After use and before placing in the charger, wipe the charging pins on the hearing aid with a soft, dry tissue to remove grease or moisture.

Contact your customer service for recommended cleaning products, special care sets, or further information on maintaining your hearing aids in optimal condition.

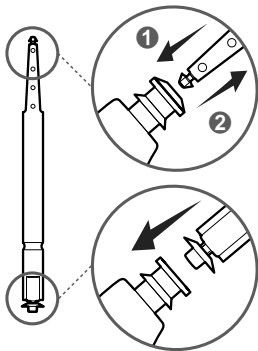
**NOTICE**

Immediately discontinue use if the hearing aids or the charger feel hot.

Exchanging the receiver wax guard

If your hearing aid does not sound loud enough or there is no sound and cleaning or changing the Sleeve did not help, exchange the wax guard.

- ▶ Take off the Sleeve.
- ▶ Press the end of the wax guard changing tool into the white wax guard in the receiver opening.
- ▶ Remove the old wax guard.
- ▶ Flip the tool over and insert the new wax guard into the receiver.
- ▶ Tilt the changing tool to the side to release the wax guard. Dispose the changing tool after that.



Storage

- ▶ Short-term storage (up to several days): Switch off your hearing aids by placing them in the charger.
- ▶ The charger must be on. If the charger is not on and you place your hearing aids in the charger, the hearing aids are **not** switched off.
- ▶ Note that when you switch off the hearing aids via a remote control or smartphone app, the hearing aids are **not** switched off completely. They are in standby-mode and still draw some power.
- ▶ Long-term storage (weeks, months, ...):
First, fully charge your hearing aids. Leave them in the charger with the lid closed. Once the hearing aids are fully charged the charger and the hearing aids are switched off automatically.
- ▶ If you need to store your hearing aids for more than 3 months, put them in the charger and make sure the charger is switched off.
- ▶ Observe the storage conditions in section “Operating, transport and storage conditions”.

7

Troubleshooting for hearing aids and charger

Troubleshooting for hearing aids and charger

If the status LEDs do not light up when you insert the hearing aids, check the following:

- ▶ Confirm hearing aids are in charger correctly by pushing them in slightly or closing charger lid.
- ▶ Confirm charger is switched on by pressing and holding the button for 3 seconds or connect the charger to an electrical outlet.
- ▶ The charger's internal battery is too low for mobile charging. Connect the charger to an electrical outlet and wait several minutes before trying again.

Hearing aid LED

Blinking red

- An error in the hearing aid has occurred.
 - ▷ Take the respective hearing aid out of the charger and disconnect the charger from the power supply.
 - ▷ Contact your customer service for support.
-

No LED lights are on

- No hearing aid is in the charger, hearing aid is not placed correctly, or charger is switched off.
-

Blinking orange twice

- Cooling phase. Charging is resumed when the device has cooled down.
-

Charger LED

No LED light is on

- Check if the power supply is connected correctly.
-

Pulsating orange

- Charger has reached the temperature limit and is now in a cooling phase. Charging is resumed after cooling down (about 15 minutes).
 - ▷ Do not touch the hearing aids while the LEDs are pulsating orange. The hearing aids may be hot.
 - ▷ In case the charger enters cooling phase multiple times during charging, make sure to place the charger in an environment that complies with the recommended operating conditions.
-

Charger LED

Blinking red

- An error in the charger has occurred.
 - ▷ Take the hearing aids out of the charger and disconnect the charger from the power supply.
 - ▷ Reconnect the charger to the power supply and re-insert the hearing aids in the charging cups.
 - If the LED is still blinking red:
 - ▷ Take the hearing aids out of the charger and disconnect the charger from the power supply.
 - ▷ Contact your customer service for support.
-

Charger LED

Glowing red

- The charger LED glows red continuously while connected to an external power source for the following reasons:
 - ▷ The replaceable battery is discharged.
 - ▷ There is no replaceable battery in the charger.
-

For more information on troubleshooting, visit [**hear.com/support-contact**](http://hear.com/support-contact).

8 Technical information

Pre-configured sound profiles

Clinical data

Human factors data

Damaged devices, unauthorized changes

Restricted areas for wireless devices

Interference by strong radiation

Technical information

Output	2cc coupler
Maximum OSPL90	114 dB SPL
Maximum FOG	37 dB
Frequency range and noise	
Frequency range	130–8000 Hz
Equivalent input noise	23 dBA
Total harmonic distortion 500 Hz, 70 dB SPL / 100 dB SPL output	2% / 3%
Latency	8 ms

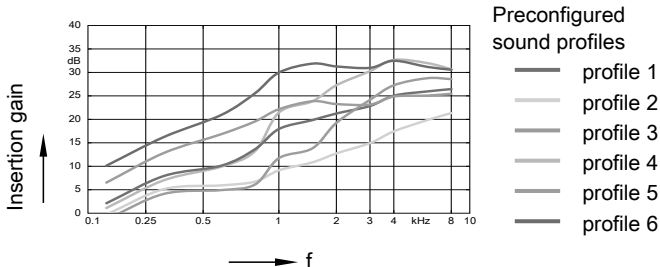
Battery

Battery runtime of hearing aids	up to 28 h
---------------------------------	------------

Battery capacity in the charger	700 mAh
---------------------------------	---------

All measurements performed according to ANSI/CTA 2051:2017.

Pre-configured sound profiles



Clinical data

Representative users with mild to moderate hearing impairment experienced similar benefits when comparing a similar but not identical self-fitting device with a comparable professionally fitted prescription hearing aid. There were no adverse events encountered during this study.

Human factors data

It was demonstrated in a human factors validation study, that a similar but not identical product can be used safely and effectively by the intended users and in the intended environments. No risk of unacceptable harm was found that could be reduced by modifying the user interface design.

Damaged devices, unauthorized changes



WARNING

Risk of injury!

- ▶ Do not use damaged devices. Please consult the customer service.



WARNING

Note that any unauthorized changes to the device may cause damage to the product or cause injury.

- ▶ Use only approved parts and accessories. Contact the customer service for support.
- ▶ Do not modify this equipment without authorization from the manufacturer.
- ▶ If this equipment is modified, appropriate inspection and testing must be conducted to ensure safe use of the equipment.

Restricted areas for wireless devices



WARNING

Switch off the hearing aid in areas where the use of wireless devices is restricted.

Interference by strong radiation



NOTICE

Different types of strong radiation, e. g. during X-ray or MRI head examinations, may damage hearing aids.

- ▶ Do not wear the hearing aids during these or similar procedures like electrosurgery (diathermy, electrocautery, HF-surgery).

Weaker radiation, e. g. from radio equipment or airport security, does not damage the hearing aids.



NOTICE

Your devices comply with international standards.

However, it cannot be guaranteed that all products on the market work interference-free, for example some induction cookers, electromagnetic security systems (e.g. anti-theft systems and metal detectors) cellular telephones, RFID, room surveillance systems may cause audible interference. If you encounter unwanted noise in the vicinity of such device, you should increase the distance between the hearing aid and that device.

9

Explanation of symbols

Explanation of symbols

Symbols used in this document



Points out a situation that could lead to serious, moderate, or minor injuries.



Indicates possible property damage.



Advice and tips on how to handle your device better.



Indicates the distributor of the device.



Compatible with Qi-certified wireless chargers.

Symbols on the device or packaging



Do not dispose of the device with general domestic waste.



Packaging can be recycled.



Read and follow the instructions in the user guide.



According to IEC 60601-1, the applied parts of this device are classified as type B.



Keep dry during transportation and storage.

Symbols on the device or packaging



Limit of temperature during transportation and storage. Read more in section “Operating, transport and storage conditions”.



Limit of relative humidity during transportation and storage. Read more in section “Operating, transport and storage conditions”.



Limit of atmospheric pressure during transportation and storage. Read more in section “Operating, transport and storage conditions”.



Medical device



Serial number

Symbols on the device or packaging



Part number



Indicates the distributor of the device.



The product is compliant with relevant USA 47 CFR Rules.
FCC - Federal Communications Commission.

10 Important information

Operating, transport and storage conditions

Recommended rating of power supply adapter

Disposal information

Conformance information

For hearing aid users

Quality of service (QoS) for the ear-to-ear wireless technology

Cybersecurity

Important information

The hearing aids are designed for an expected service life of 5 years. They are expected to remain safe for use for this duration.

Operating, transport and storage conditions

The hearing aids operate in the following environmental conditions (also valid in between uses):

Temperature	0 to 50 °C (32 to 122 °F)
Relative humidity	5 to 93 %
Atmospheric pressure	700 to 1060 hPa

Note that you have to charge the hearing aids at least every 6 months.

Hearing aids

Operating conditions	Discharging	Charging
Temperature	0 to 50 °C (32 to 122 °F)	10 to 35 °C (50 to 95 °F)
Relative humidity	5 to 93 %	20 to 75 %
Atmospheric pressure	700 to 1060 hPa	700 to 1060 hPa

Charger

Operating conditions	USB-Charging	Qi Charging
Temperature	10 to 35 °C (50 to 95 °F)	10 to 30 °C (50 to 86 °F)
Relative humidity	20 to 75 %	20 to 75 %
Atmospheric pressure	700 to 1060 hPa	700 to 1060 hPa

During extended periods of transport and storage, observe the following conditions:

	Storage	Transport
Temperature	10 to 40 °C (50 to 104 °F)	-20 to 60 °C (-4 to 140 °F)
Relative humidity	10 to 80 %	5 to 90 %
Atmospheric pressure	700 to 1060 hPa	700 to 1060 hPa

For other parts, such as batteries, other conditions may apply.



NOTICE

Local regulations may apply for shipment of devices containing lithium-ion batteries.

Recommended rating of power supply adapter

Input voltage:	100–240 V AC
Input current:	0.5 A
Input frequency:	50-60 Hz
Output voltage:	5 V DC
Output current:	≥ 1 A
Power rating:	≥ 5 W

Disposal information

Recycle hearing aids, accessories and packaging according to local regulations.



NOTICE

- ▶ To avoid environmental pollution, do not throw batteries into household trash.
- ▶ Recycle or dispose of batteries or hearing aids according to local regulation.

Conformance information

Printed certification numbers (FCC, ISED) in this document comply with the standards of the FCC and ISED regarding electromagnetic interference.

Federal Communications Commission statement



This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- ▶ this device may not cause harmful interference, and
- ▶ this device must accept any interference received, including interference that may cause undesired operation.



This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by switching the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- ▶ Reorient or relocate the receiving antenna.
- ▶ Increase the separation between the equipment and receiver.

- ▶ Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- ▶ Consult the dealer or an experienced radio/TV technician for help.



This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

For hearing aid users

Hearing aids will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. In most cases infrequent use of hearing aids prohibits the wearer from attaining the full benefit from it. The use of hearing aids is only part of hearing rehabilitation and may need to be supplemented by auditory training and instruction in lip reading.

Health considerations

If soreness or skin irritation develops, discontinue wearing your hearing aids.

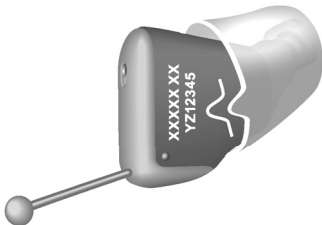
Battery tips

If a battery is accidentally swallowed, seek medical attention immediately, or call the National Button Battery Ingestion Hotline collect at **1-800-498-8666**.

Identification information

Your hearing aids have a serial number imprinted on them. Record the serial number in your user guide for future reference. The year of manufacture is incorporated into the serial number and derived from the first two digits.

The unique serial number is printed on the device, as shown in following example:



Code (first digit)	Month	Code (first digit)	Month
A / N	Jan	G / U	Jul
B / P	Feb	H / V	Aug
C / Q	Mar	J / W	Sep
D / R	Apr	K / X	Oct
E / S	May	L / Y	Nov
F / T	Jun	M / Z	Dec

Code (second digit)	Year	Code (second digit)	Year
K / L / 6	2026	R / S / 9	2029
M / N / 7	2027	T / U / 0	2030
P / Q / 8	2028		

Please note the warranty is based upon the date of purchase, not the date of manufacture.

Nearfield Magnetic Induction (NFMI) functionality

The following table shows the main information on NFMI connectivity, some parameters are different from product to product, so the worst case is indicated:

Wireless technology	Nearfield Magnetic Induction (NFMI)
Modulation	Phase Shift Key
Magnetic field strength	0.14 A/m
Output power (EIRP)	53 μ W
Range	< 20 cm between hearing aids
Center frequency	3.27 MHz
Channel	Single channel radio
Bandwidth	330 kHz (-15 dB)

EMI/EMC compliance

The wireless hearing aids and charger comply with the following EMI/EMC standards:

Standard	Test Type	Note
47 CFR Part 15, Subpart C	RF emissions	U.S. FCC requirements for intentional radiators.
47 CFR Part 15, Subpart B	RF emissions	U.S. FCC requirements for unintentional radiators.
IEC 60601-1-2	General EMC including RF emissions, RF immunity, ESD	Medical Electrical Equipment, Electromagnetic compatibility

Standard	Test Type	Note
EN 300 330	RF emissions including spurious emission	EMC and radio spectrum matters for short range devices in the frequency range 9 kHz - 25 MHz.
EN 301 489- 1/3	Immunity, RF and ESD	Standard for low power transmitters in the frequency range 9 kHz - 40 GHz.
IEC 60118-13	RF immunity	International product standard for hearing aids to ensure adequate immunity to radio interference from mobile telephones.

Standard	Test Type	Note
ANSI C63.19	RF immunity	American National Standard method of measurement of compatibility between wireless communication devices and hearing aids.
ANSI/AAMI PC69	RF emissions	Implantable medical device EMC immunity, American National Standard.
RSS - 210 Issue 11	RF emissions	Spectrum Management and Telecommunications Radio Standards Specification – Licence-Exempt Radio Apparatus: Category I Equipment

Immunity	ESD, Contact discharge up to +/-8 kV, Air discharge up to +/-15 kV Power frequency magnetic fields: 30 A/m, 50/60 Hz
Immunity to RF fields	80 MHz-6 GHz
Proximity to wireless communication devices	Up to 28 V/m – See IEC 60601-1-2:2014/AMD1:2020, Table 9
Proximity to magnetic fields	8 A/m@30 kHz, 65 A/m@134.2 kHz, 7.5 A/m@13.56 kHz

Wireless security measures

Security of the wireless signals is assured through device system design that includes:

- Individual MAC address for each unit which is checked during each transmission.
- A built-in pairing table which specifies valid and legitimate pairing among units.
- A proprietary company communication protocol which checks the package numbers during each transmission.
- A Cyclic Redundancy Check (CRC) to check data validity and correct errors.

Quality of Service (QoS) for the ear-to-ear wireless technology

Synchronization/exchange of low data rate ear-to-ear signals

Similar QoS as with remote controls in typical households. In typical environment it can happen that electromagnetic noise from appliances (light switch, car ignition) lead to non-valid data. Transmission of unsuccessful command is automatically repeated. Data transfer protected via channel coding and is checked via CRC checksum.

Exchange of high data rate ear-to-ear signals (microphone signal).

Parameter for QoS of the digital audio link is the bit error rate (BER). This parameter is estimated and monitored during data reception, moreover, the audio data is checked via CRC checksum. In case of a bad link quality, the transferred audio signal is not used for binaural processing until the QoS is good enough again.

It is reasonably foreseeable that no risk/hazard can rise caused by invalid data.

Cybersecurity

Proper set-up and operation of your hearing aids requires a safe, private and secure operating environment.

The U.S. Federal Trade Commission's guidance for online security

<https://consumer.ftc.gov/online-security>

provides examples of best practices for securing your home network and mobile device to ensure your security.

11 Country/region specific information

Support

Country/region specific information

Certification information for hearing aids with wireless functionality:

Venture Mini X

Model / HVIN: MIM003

Contains FCC ID: 2AXDT-MIM003

Contains IC: 26428-MIM003

Support

For more detailed information, repair services or replacement:

- Visit our website for support:
www.hear.com/support-contact
- Phone: 1-877-864-7669
- Visit our website for warranty documents:
www.hear.com/venture13

Supported systems:

For Apple iOS version 17 or above, Google Android version 13 or above.
(Supported versions are subject to change.)



Manufactured for:

hear.com LLC

396 Alhambra Circle #S1200

Coral Gables, FL 33134, USA

Hearing aids:

Made in Singapore

Charger:

Made in Malaysia

Document No. 32_D00366343_EN-US_REV02

Order/Item No. 210 542 95

Master Rev02, 04.2026

wsaud.com

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