





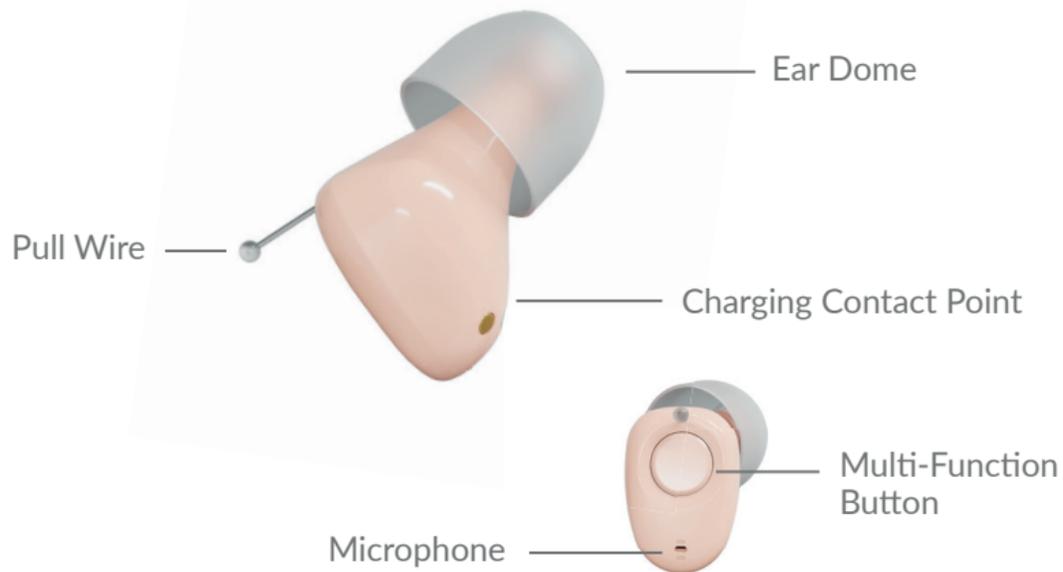
OTC
Atom X
USER MANUAL

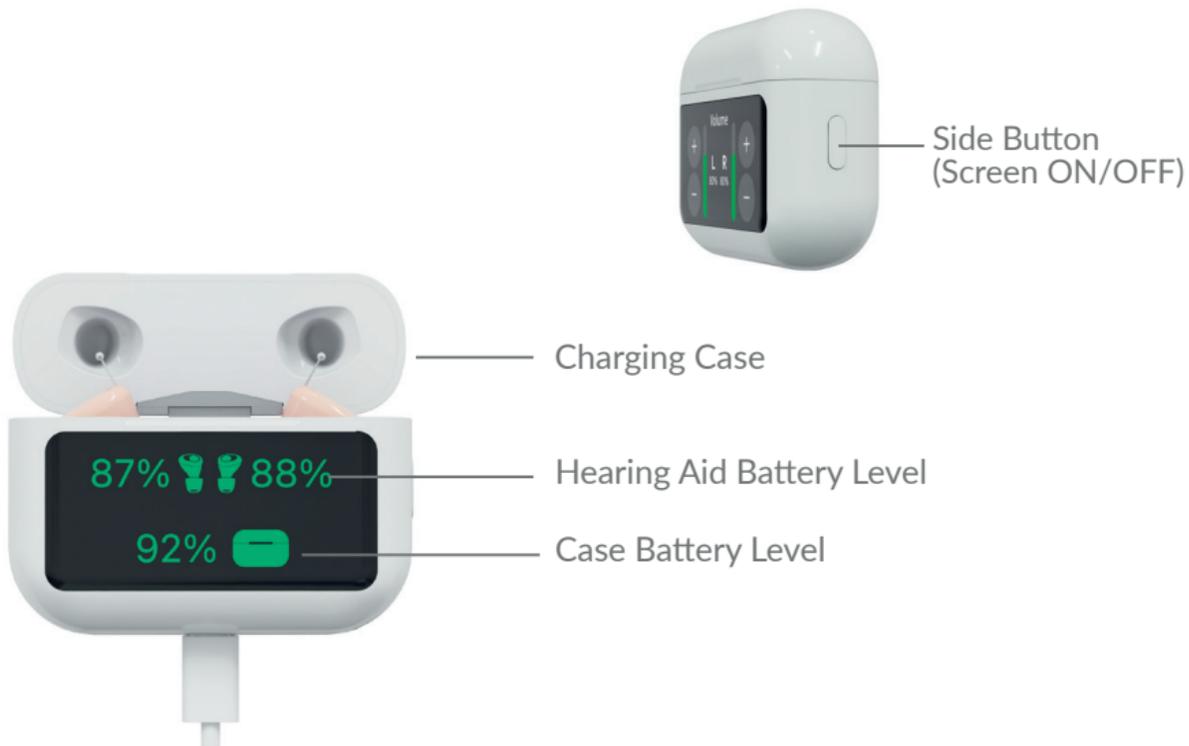
It's time to
hear again.

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DEVICE DIAGRAM





The Audien Atom X case has 3 main functions



Hearing aid function

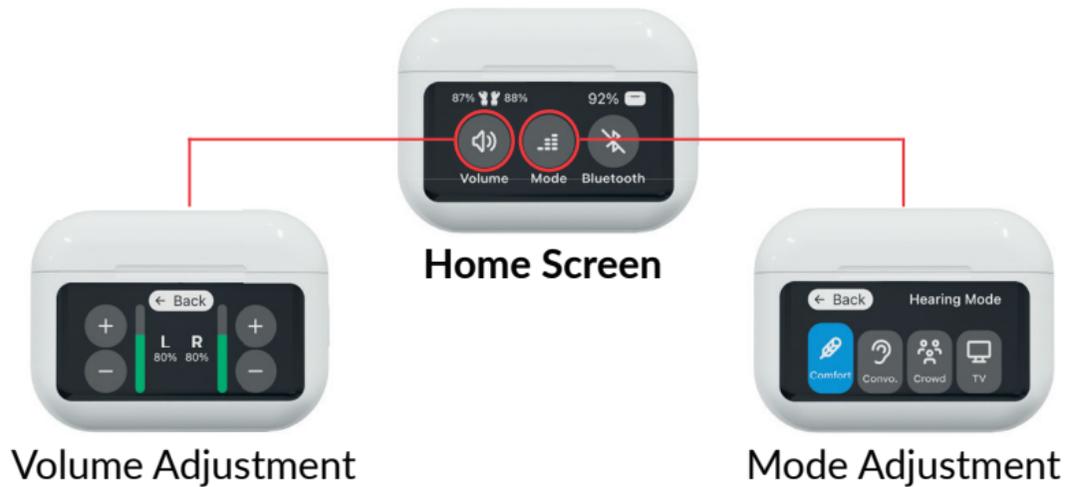


Receiving Calls



Streaming Audio

Hearing Aid Control Screen



HANDS-ON OPERATION

Multi-function button controls (When case is not nearby)



Device controls:

Action	Function
Long press (3 seconds)	Power on
Long Press (8 seconds)	Power off

Volume Control:

Action	Function
Quick press	Volume increase
Quick double press	Volume decrease

 **Streaming:**
(streaming needs to be initiated on your mobile phone)

Action	Function
Long press (2 seconds) – Long press	Pause streaming

 **Hands free calling function:**

Action	Function
Incoming call – Quick press	Answers call
Incoming call - Quick double press	Refuse Call
Long press (2 seconds)	Hang up call

PACKAGE CONTENTS



**Audien Atom X
Hearing Aids**



Ear Domes



**Wax Guard
Replacement Tool**



Cleaning Brush



**Wall Adapter &
USB-C Cable**



Charging Case

SETTING UP YOUR DEVICE

Choosing The Right Ear Dome



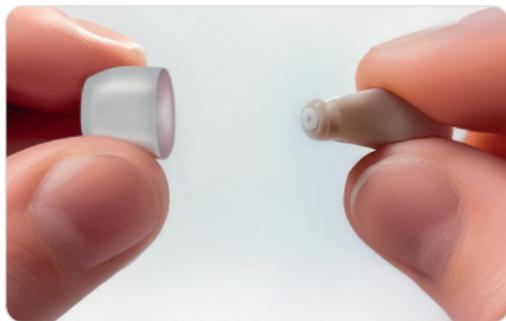
Your Audien Atom X comes with small, medium and large sizes of Ear Domes.

Try each size to find the most comfortable fit. The hearing aid should be snug but easy to insert. Having the right dome fit helps reduce hearing aid feedback and whistling.

SETTING UP YOUR DEVICE

Removing The Ear Dome

Pinch the Ear Dome with your thumb, index and middle finger to separate the Ear Dome from the connector. Hold the hearing aid, not the wire.



Inserting Into Ear

L =Left Ear **R** =Right Ear **TOP**=Face Upwards

- Insert with the **R** and **L** facing forward as shown. The '**TOP**' symbol should be facing up towards sky.
- Wiggle the device to find the deepest fit.

TIP: Feedback during insertion is normal.
Lower volume to reduce feedback.



SETTING UP YOUR DEVICE

Preventing Feedback / Whistling

1. When inserting the Atom X, start at volume setting **30% or lower**. This will prevent feedback/whistling.



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



Microphone

3. Try changing the size of your Ear Domes for a better fit.



SETTING UP YOUR DEVICE

Adjusting The Volume

Press 'volume' on the charging case to easily adjust volume.



- Volume level in 10% increments
- 1 beep per volume level change (up or down)

Volume adjustment if the case isn't around:

With the multi-function button on the hearing aid, tap once to increase volume (1 beep).

Quick double press for volume down.



Switching The Listening Mode

To change listening modes on your Atom X, press the 'Mode' symbol on the case.



Comfort Mode is designed for new users or users who prefer a more easeful listening experience.



SETTING UP YOUR DEVICE

Powering ON/OFF Hearing Aids

The hearing aids will automatically power ON/OFF and begin charging when placed into the Charging Case.



Powering ON/OFF Case

Quick press = Wake/sleep screen

8 second hold = Power off

2 second hold = Power on



Charging Indicator Lights

When both hearing aids are in the case, pressing the button on the side of the case will display the battery levels.



SETTING UP YOUR DEVICE

Charging Your Device

CHARGE TIME: 3-4 Hours

Plug the USB-C cable into the charging port and connect a Wall Adapter to an outlet.

Note: When the Charging Case is connected to power, the UV light will power on to disinfect the units. The Atom X kills bacteria by using UV light.





1. Insert the devices into the Charging Case with the metal charging pins facing down into the hollow section.



2. Make sure the hearing aids are secure. They should magnetically 'snap' into place.

-- = Away/Offline



= Charging



= Out of case

BLUETOOTH

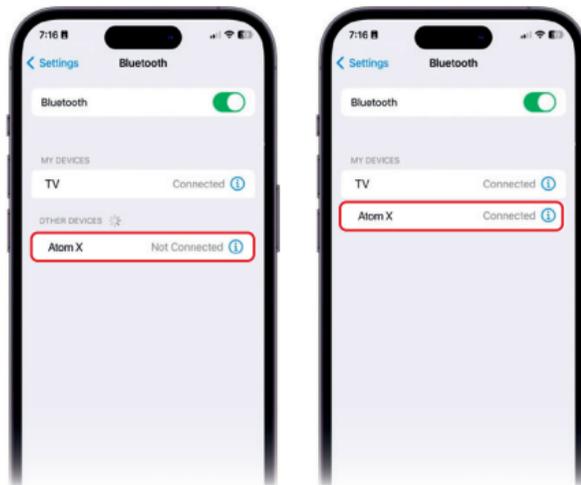
Setting up Bluetooth® For Calls & Music

1. Ensure your phone's Bluetooth is turned on.
2. Put the hearing aids in your ears.
3. Press the Bluetooth icon on the Atom X case so it turns blue.
4. Open settings on your phone & click Bluetooth.
5. Find & pair to 'Atom X' (may take 5-10 seconds to appear).



Find and press on 'Atom X' in your Bluetooth settings

TIP: If you do not see 'Atom X', try turning your phone's Bluetooth off then back on.



The Apple and Android screenshots shown in this guide are used solely for instructional purposes to demonstrate how to connect via Bluetooth. iPhone®, iOS®, and Apple® are trademarks of Apple Inc., registered in the U.S. and other countries. Android™, Google Play™, and the Android logo are trademarks of Google LLC. All trademarks, product names, logos, and images are the property of their respective owners. This guide is not affiliated with, endorsed by, or sponsored by Apple Inc. or Google LLC.

BLUETOOTH

Streaming Music Must be connected to Bluetooth



Adjust transparency
(Background Noise Cancellation)

While playing music

Adjust volume

TIP: A higher transparency level allows more hearing aid sounds to filter through for better spacial awareness.

Answer Phone Calls Must be connected to Bluetooth



TIP: To easily answer phone calls, just press the button on your hearing aid.



Adjust transparency
(Background Noise Cancellation)



While taking a call



Adjust volume

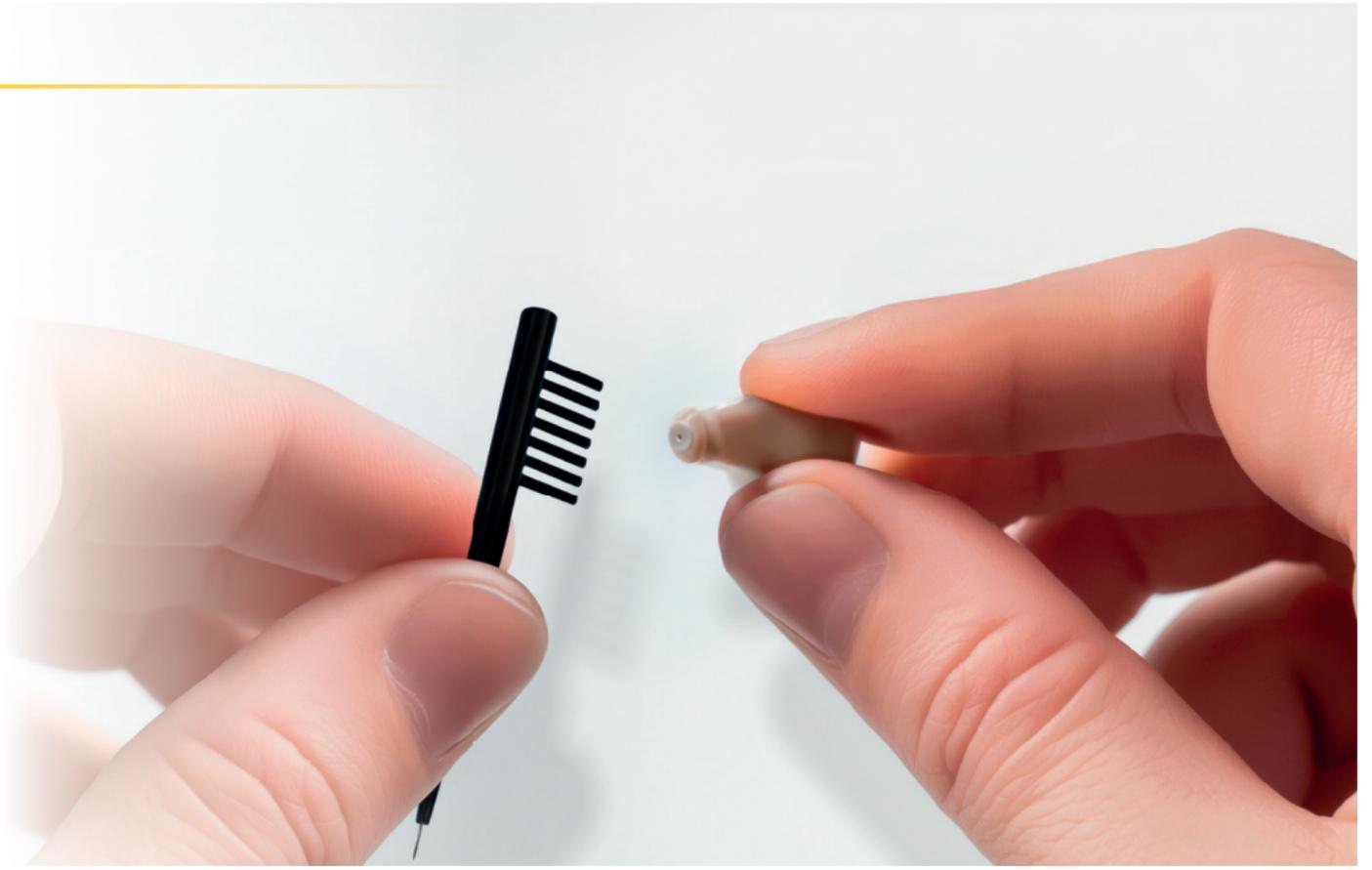
CLEANING YOUR DEVICE

Cleaning

Locate the Cleaning Brush from the accessory box. Remove the Ear Domes from your Atom X. Use the Cleaning Brush to remove wax, dirt or any debris from both the Ear Domes.

Clean the Charging Contact points often. Do not use water on your hearing aid or charging case.

To order replacement maintenance kits, go to audienhearing.com/maintenance.



CLEANING YOUR DEVICE

Replacing Your Wax Guards

- ⚠ This is required maintenance, you must replace your wax guards every 1-2 weeks or your device will stop working.

Step 1: Remove Ear Domes



Step 2: Locate Wax Guard Tool





Step 3: Insert “Removal” side in the device to remove the current wax guard.

Step 4: Flip the tool over and insert the new wax guard.



CLEANING YOUR DEVICE

UV Sterilization



The Atom X charging case will automatically sterilize the hearing aids while charging.

It's important to continue regular maintenance by cleaning your device using the provided cleaning tools.

— TROUBLESHOOTING

No Sound/Not Working

- Be sure that both devices are secure in the Charging Case, making a firm connection. Let the devices charge, then try using the hearing aids again.
- Make sure your wax guards are not clogged. Try changing the wax guards. See page 26 for instructions.
- Contact customer support at **audienhearing.com/support** if you are still experiencing issues with your hearing aid

Need Help?

If you are still experiencing issues with your device & require assistance, contact the Audien Hearing support team by visiting: AudienHearing.com/support

Technical Specifications

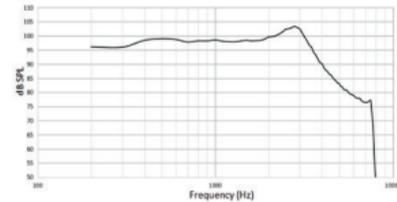
Product Model	MAX OSPL90 (dB)	HFA OSPL90 (±4dB)	Full-on Gain (±3dB)	HFA FOG(±5dB)	THD at			Frequency Range (Hz)	Eq. Input Noise Level (dB)	Battery Current Drain (mA)	Latency (±1.5 mS)	Attack Time (mS)	Release Time (mS)
					500Hz	800Hz	1600Hz						
Atom X	≤110	100	30	25	≤5%	≤5%	≤5%	F1≤200 F2≥5000	≤32	≤5	≤6	≤100	≤500

Input: DC5V-500mA, Output: DC5V-20mA, Battery:DC3.7V 390mAh 1.44Wh.

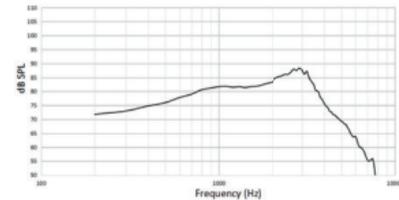
Power Adapter: Input:100-240V~50/60Hz, max 150mA, Output:DC5V~1A.

For additional specifications, go to:
audienhearing.com/pages/atomX-manual

Maximum Output(OSPL90)



Reference Test Gain (60dB SPL)



WARNINGS

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

You should go to the doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are 18 or older.

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

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

Some people with hearing loss may need help from a hearing healthcare professional. How do you know if you need to see one?

You can't hear speech even if the room is quiet

You don't hear loud sounds well, for example, you don't hear loud music, power tools, engines, or other very noisy things

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

WARNING: When to see a doctor

If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT).

Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident.

You saw blood, pus or fluid coming out of your ear in the past 6 months.

Your ear feels painful or uncomfortable

You have a lot of earwax, or think something could be in your ear.

You get really dizzy or have a feeling of spinning or swaying (called vertigo)

Your hearing changed suddenly in the past 6 months

Your hearing changes: it gets worse then gets better again

You have worse hearing in one ear

You hear ringing or buzzing in only one ear

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

You may also call 205 255 1112 or write to support@audienhearing.com or 7350 E Evans Rd Bldg B Scottsdale, AZ 85260 to request a paper copy of this information & other labeling.

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