

# Quick Start Guide

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Via Edge AI | Via AI | Via



**Rechargeable Custom Products**

# At Audibel, we believe that to hear better is to live better.

**Via Edge AI, Via AI and Via Rechargeable** hearing aids help you stay connected to the people and things you love most. These 2.4 GHz hearing aids offer Audibel's most advanced technology with supreme sound quality and features, customizable to fit your unique hearing needs.



*Get the most out of your hearing aids*

Please visit [audibel.com/care](https://audibel.com/care) for additional tools and resources including:

- Instructional videos
- Operations manuals
- Product brochures



# Charging Your Hearing Aids



- Place your hearing aids in the charger with the charging contacts touching the charging posts.
- Your hearing aids will turn off automatically and begin to charge, as long as your charger is powered; Custom Charger without on-board battery requires external power source (i.e., wall outlet).
- Your hearing aids will automatically power on when removed from the charger; Custom Charger without on-board battery requires external power source (i.e., wall outlet).
- Note: The LEDs corresponding to each hearing aid:
  - Glowing Green = Charging
  - Solid Green = Fully Charged\*
  - Blinking Red = Fault State. To reset, remove the hearing aids from charger, wait until LED

*\*If you are charging the Premium Custom Charger without the cord, the LEDs will turn off when charged to preserve the on-board battery.*

turns off and re-insert aids. If Fault State continues, call your hearing professional.

- Charging occurs with the lid open or closed; your hearing aids will be completely charged in under 3 ½ hours\*.
- It is safe to keep them in the charger after they are fully charged and any time that you are not wearing them.
- If you will not be wearing your hearing aids for an extended period of time (i.e., weeks) remove the plug from the charger and the hearing aids from the charging posts. You will need to manually power the hearing aids off by pressing the push button for three seconds. You may store them in the reservoir.

## **For Premium Custom Charger with on-board battery only:**

- When charging without the charger cord the LEDs will turn off when the hearing aids are fully charged.
- To refresh LEDs when the charger is not plugged in, remove a hearing aid from the charging posts for three seconds and then replace it in the charger (refresh lasts 10 seconds only – then LEDs will turn off again).

*\*Model dependent; Custom Charger without on-board battery requires power cord to be plugged into an external power source (i.e., wall outlet).*

## Power On & Off

- ON** - The hearing aids will power on automatically after removing them from the charger, as long as the charger is powered/plugged into an external power source (i.e., wall outlet). There is a delay that allows you time to insert your hearing aid into your ear.
- ON** - If the hearing aid is manually powered off, pressing the user control for three seconds will power it on. The delay still exists, to give you time to insert the hearing aid into your ear.
- OFF** - The hearing aids will power off automatically when placed on the charger post, as long as the charger is powered/plugged into an external power source (i.e., wall outlet). Charging will proceed.
- OFF** - The hearing aids can be powered off manually by pressing the user control for three seconds.

## System Care

### HEARING AID CARE

Keep your hearing aid clean. Heat, moisture and foreign substances can result in poor performance.

- Use a cleaning brush or soft cloth to clean debris from around the user control, microphone and battery compartment.

- Inspect the receiver, earbud and wax guard regularly.
- Never use water, solvents, cleaning fluids or oil to clean your hearing aid.

### CHARGER CARE

Keep your charger clean. Heat, moisture and foreign materials can result in poor performance.

- Use the provided cleaning brush to keep the charging posts and hearing aid microphones clear of debris.
- Do not use water, solvents or cleaning fluids to clean the charging posts.
- Keep lid closed as much as possible to avoid dust and debris buildup.
- Store your charger in a clean and dry location i.e., a dresser or shelf rather than the bathroom or kitchen.

To ensure the longest life of your rechargeable hearing aid batteries and the batteries in the charger:

- Fully charge hearing aid batteries every night.
- Do not expose to excess heat, i.e., do not store on a window sill or in a hot car.

## Helpful Hints

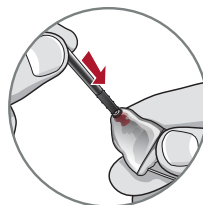
- Do not take apart your hearing aids or insert the cleaning tools inside them.
- When not in use, place your hearing aid in the storage container and store:
  - In a dry, safe place
  - Away from direct sunlight and heat to avoid extreme temperatures
  - Where you can easily find them
  - Safely out of reach from children and pets

## Hear Clear Receiver Wax Guards

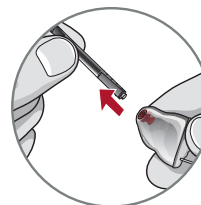
Custom hearing aids integrate disposable Hear Clear earwax protection. The innovative wax guards prevent earwax accumulation in the hearing aid receiver. When you need to replace your wax guards, please follow the instructions below.

1. Insert empty end of the application stick straight into used wax guard in hearing aid.
2. Pull **straight** out (do not twist) on stick to remove used wax guard.

3. Use opposite end of stick to firmly insert clean wax guard straight into hearing aid.
4. Pull **straight** out (do not twist) to remove stick and discard.



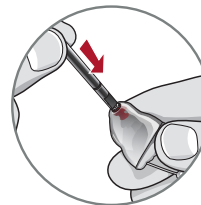
1



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# Download and Connect to the Thrive Hearing Control App



The Thrive Hearing Control app makes it easy to control and adjust your 2.4 GHz rechargeable hearing aids with your compatible Apple® or Android™ device. Downloading and connecting to the app is easy; refer to the **Thrive Hearing Control app User Guide** or visit [audibel.com/thrivesupport](https://audibel.com/thrivesupport) for additional information, such as:

- Integrated sensors and artificial intelligence features\*
- Automatic and custom memories
- Geotags
- SoundSpace
- Tinnitus management
- Find My Hearing Aids
- Alerts

Visit [audibel.com/thrivesupport](https://audibel.com/thrivesupport) for compatibility information.

\*Available with Via Edge AI and Via AI hearing aids only.

## Hearing Aid Information

Hearing aid model: \_\_\_\_\_

Hearing Aid Serial number: L \_\_\_\_\_ R \_\_\_\_\_

Charger Serial number: \_\_\_\_\_

Warranty expiration date: \_\_\_\_\_

Memory settings, if applicable: \_\_\_\_\_

Memory #	Environment/ Listening Situation	Beep/Indicator
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Special instructions: \_\_\_\_\_


Hearing professional: \_\_\_\_\_


## Limited Warranty

This Limited Warranty provided by Audibel, to you, the original purchaser of a Audibel hearing aid, covers your new hearing aid when sold by a hearing professional authorized by Audibel. This Limited Warranty is a general guide and may vary by purchase. The duration of this Limited Warranty begins when you first take delivery of your hearing aid from an authorized hearing professional and ends thirty-six (36), twenty-four (24) or twelve (12) months later ("warranty period"):

**36 months:** Via Edge AI/Via AI/Via 2400, Via AI/  
Via 2000/1600

**24 months:** Via AI/Via 1200

**12 months:** Via AI/Via 1000

### Limitation on Duration of Implied Warranties

IMPLIED WARRANTIES, IF ANY, ARISING BY WAY OF STATE LAW, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY AND/OR ANY IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. There is no warranty of any nature made by Audibel beyond this Limited Warranty. No person has authority to enlarge, amend, or modify this Limited Warranty. Audibel is not responsible for any undertaking, representation, or warranty (written, express, or implied) made by any hearing professional or other person beyond those expressly set forth in this Limited Warranty.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

## What this Limited Warranty Covers

This Limited Warranty covers only a "defect" in the workmanship performed and/or materials used to manufacture your hearing aid.

"Defect" means the failure of the workmanship performed and/or materials used to conform the hearing aid to Audibel's design and manufacturing specifications and tolerances.

Your hearing professional may have issued a warranty or service plan that goes beyond the provisions of this Limited Warranty. Please contact him or her for further information.

Audibel will either replace the hearing aid or repair any covered defect in your hearing aid, provided that you deliver your hearing aid to one of Audibel's authorized hearing professionals and notify the hearing professional of the defect during the warranty period and within thirty (30) days of discovering the defect. There will be no cost to you for Audibel's repair or replacement of the aid itself, but the hearing professional may charge a fee for services he or she provides. Performance of warranty repairs on your hearing aid shall not extend the duration of the warranty period. Any repairs performed on your hearing aid after the warranty period has expired shall be considered "good will" repairs, which shall not alter the terms of this Limited Warranty.

How to Obtain Warranty Service

Deliver your hearing aid (at your expense) to the Audibel authorized hearing professional from whom you purchased it. If that professional is unavailable, visit [www.audibel.com](http://www.audibel.com) or call the toll-free telephone number on the back of the Operations Manual to locate another authorized Audibel hearing professional.

What this Limited Warranty Does Not Cover

Batteries, earmolds, accessories, or damage to your hearing aid caused by misuse or neglect, accident, unauthorized alteration, or failure to provide reasonable and necessary maintenance and cleaning.

Disclaimer of Consequential and Incidental Damages

THE PURCHASER SHALL NOT BE ENTITLED TO RECOVER FROM AUDIBEL ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM ANY DEFECT IN THE HEARING AID, INCLUDING BY WAY OF EXAMPLE ONLY, EXPENSES TO DELIVER THE HEARING AID TO AN AUTHORIZED HEARING PROFESSIONAL, HOTEL ROOMS, OR LOST WAGES. THIS EXCLUSION AND DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES SHALL BE DEEMED INDEPENDENT OF, AND SHALL SURVIVE, ANY FAILURE OF THE ESSENTIAL PURPOSE OF ANY REMEDY OF THIS LIMITED WARRANTY. Some states do not allow the exclusion or limitation of consequential or incidental damages, so the above exclusions may not apply to you.

Your Legal Remedies

THIS LIMITED WARRANTY DOES NOT “EXTEND TO FUTURE PERFORMANCE.” ANY ACTION TO ENFORCE THIS LIMITED WARRANTY OR ANY IMPLIED WARRANTIES MAY AND SHALL NOT BE COMMENCED MORE THAN 90 DAYS AFTER THE EXPIRATION OF THE WARRANTY PERIOD. THE PERFORMANCE OF REPAIRS SHALL NOT SUSPEND THIS LIMITATIONS PERIOD FROM EXPIRING. UNDER NO CIRCUMSTANCES SHALL AUDIBEL BE OBLIGATED TO REFUND ALL OR ANY PART OF THE PURCHASE PRICE OF THE HEARING AID. Some states do not allow the reduction in the limitation period, so the above reduction in the limitation period may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state to state. This warranty is valid only in the United States.

Product specification may be obtained from your hearing professional.

Attention Hearing Professionals: For product specification please visit [AudibelPro.com/Via-AI](http://AudibelPro.com/Via-AI).

M/T Ratings

	M	T
ITC Rechargeable	2	N/A
ITE Rechargeable	2	2



For Thrive Hearing Control app and iOS/Android compatibility information, please visit [audibel.com/thrivesupport](https://audibel.com/thrivesupport).

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