

Sound**bright**

STARTER GUIDE

Welcome to SoundBright

We're excited to have you join our SoundBright family.
To get started, please follow these steps:

1. Review this guide in detail.
2. Watch our "how-to" videos & review our success program brochure: soundbright.com/resources
3. Download the "**Signia hearing app**" in order to set up your device. To download search for the app or scan the QR codes below.



Signia App
Sivantos Pte. Ltd.

iPhone/iOS
Scan here using
phone camera



Android
Scan here using
phone camera



Contents

- 2. Our proven recipe for success
- 3. What's included
- 4. Get to know your Signia C&G
- 5. Using the rocker switch
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Our proven recipe for success

Congratulations! You've taken the first step toward better hearing and it's a big one. As exciting as it is to receive your new hearing aids, it's important to be aware that getting used to your devices takes time and may often feel overwhelming—especially during the first month. The good news is that this is perfectly normal, expected, and (best of all) temporary.

At SoundBright, we understand just how precious the gift of hearing well is, and want to help support you along your journey. Because we know it can take at least 2-4 weeks for your brain and body to adjust to your hearing aids, we've gathered our top hearing aid tips and tricks—based on the latest hearing aid research, scientific insights, and customer feedback—and compiled them into this easy-to-follow 30-day guide so that you can reach your hearing goals as quickly and smoothly as possible.

Visit:

soundbright.com/resources

What's included



2 Signia
Hearing Aids



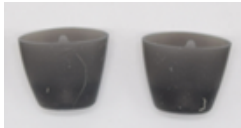
Charging case



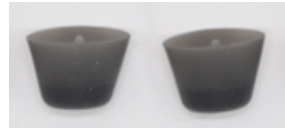
Micro USB
Charging Cable



2 Extra Small
Click Sleeves



2 Medium
Click Sleeves



2 Large
Click Sleeves



Quick Start Guide
& User Manual



Care
Tools

Get to know your Signia device

Your Signia's have some important landmarks to get to know.

Components and names



① Ear piece

② Receiver

③ Receiver cable

④ Microphone openings

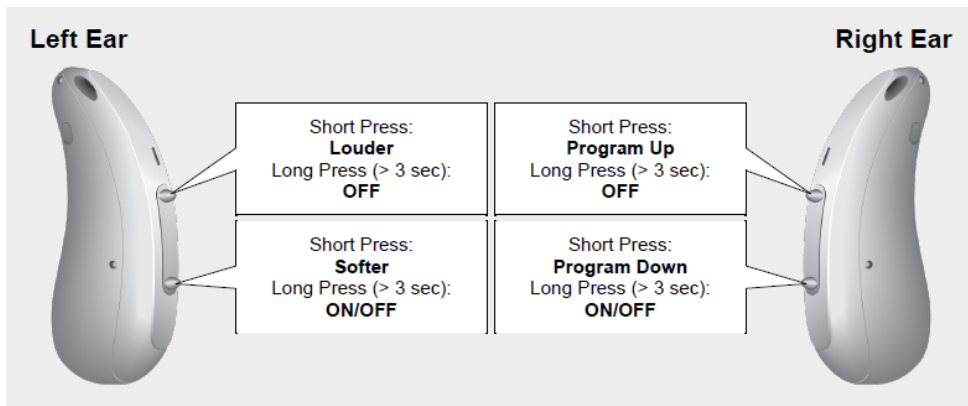
⑤ Rocker switch
(control, on/off switch)

⑥ Side indicator
(red = right ear,
blue = left ear) and
receiver connection

Using the rocker switch

Use the rocker switch on the **left ear** to **adjust volume levels** as seen on the diagram.

You can also use the rocker switch on the **right ear** to **change programs** as seen on the diagram.



Program 1: Universal (1 bell)

The best choice for most listening situations. If used in program 1, it is always active when you first switch on your hearing aid. Mask mode available in this setting.

Program 2: Noisy Environment (2 bells)

For crowded places with lots of background noise.

Program 3: TV (3 bells)

For watching TV

Charging your device



Connect the charger to the power supply. A Green LED should come on once plugged in.



Place the hearing aids in the charging slots.



A full charge should take 3-4 hours. Devices will automatically turn on after removal from case. For best results we suggest charging over night, a normal charge should last a full day's use.

A 30-min charge allows for up to 6 hours of additional use.

Insert device



The hearing aids have been fine-tuned for your right and left ear. Color markers indicate the side:

Red = right

Blue = left

Ensure that the bend of the click sleeve is in line with the bend of the receiver cable (see right).



Hold the receiver canal at the bend closer to the ear piece

Carefully push the ear piece in the ear canal

Twist it slightly until it sits well

Lift the hearing instrument and slide it over the top of your ear



The device should fit as displayed

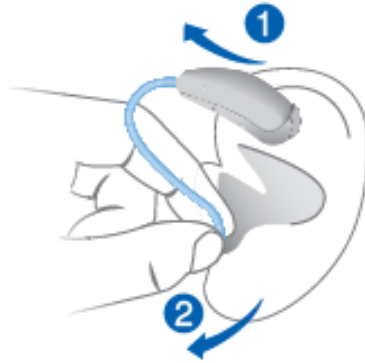
Correct:



Incorrect:



Remove device



Lift the hearing instrument and slide it over the top of the ear (1)

Grip the receivers in the ear canal with two fingers and pull it carefully out (2)

Do not pull the receiver cable

Turn device on & off

Via charger



Turn on via
rocker switch



Turn off via
rocker switch



Via charger:

Turn on: take the instruments out of the charger (plugged in). The startup melody is played in your hearing instruments. The default volume and hearing program are set.

Turn off: place the hearing aids in the charger.

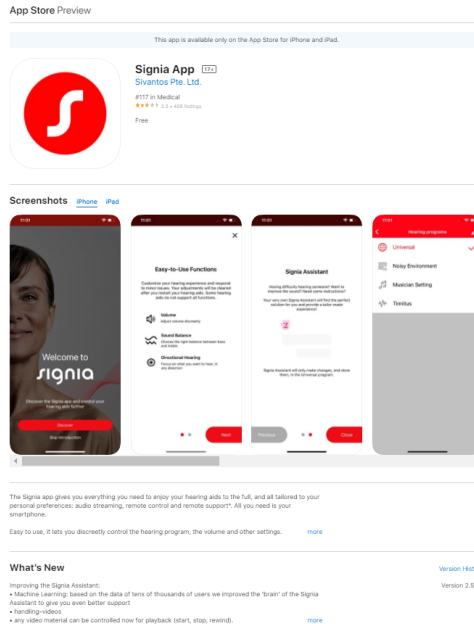
Via rocker switch:

Turn on: press & hold the lower part of the rocker switch until the startup melody starts to play. Release the rocker switch while the melody is playing. The default volume and hearing program are set.

Turn off: press & hold the upper or lower part of the rocker switch for several seconds. A power down melody is played.

Apple Android users skip to page 36

Setup the app (1/22)



Download the "**Signia app**", from the app store

Apple

Setup the app (2/22)



Select the Terms & Conditions. Then click **accept.**

Apple

Setup the app (3/22)



Let's connect to the devices using Bluetooth

Apple

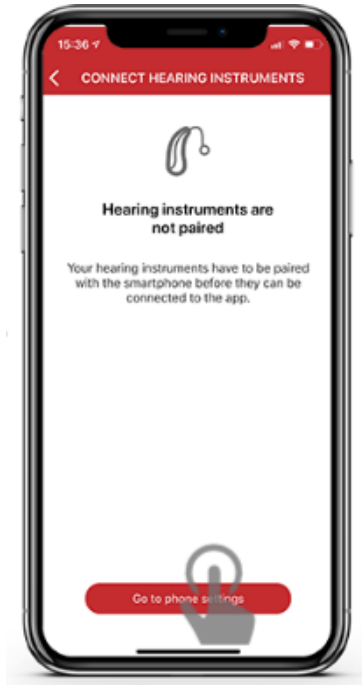
Setup the app (4/22)



Select the **Bluetooth** option from the menu.

Apple

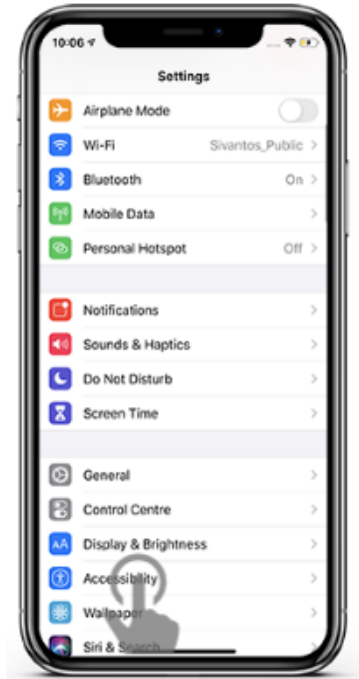
Setup the app (5/22)



Turn hearing aids on by removing from charger and set next to your phone. Ensure hearing aids are charged. Click on **"phone settings"**.

Apple

Setup the app (6/22)



Select the option **accessibility** under settings

Setup the app (7/22)



Select the option **hearing devices** under **accessibility**

Apple

Setup the app (8/22)



Activate **Bluetooth** by swiping right as shown above

Apple

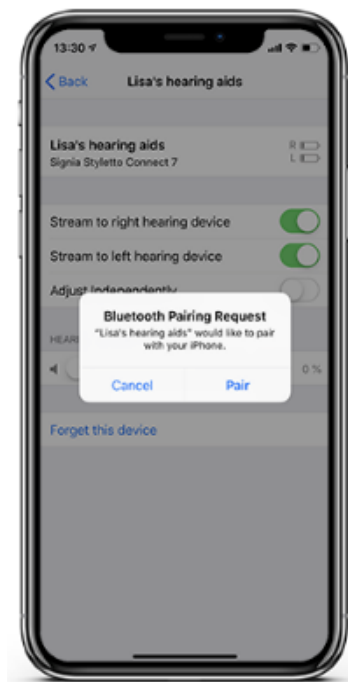
Setup the app (9/22)



Your Apple device will detect your hearing aids automatically.
Please tap on the name of your hearing aids

Apple

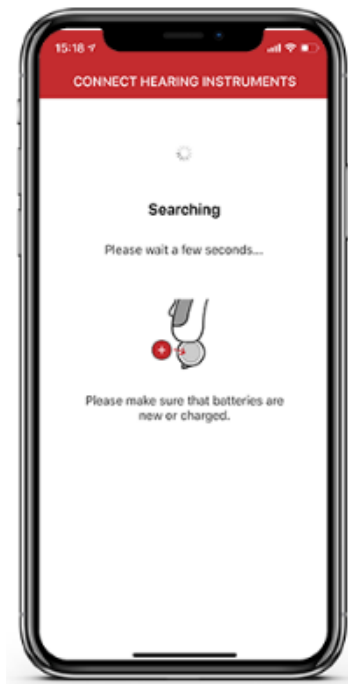
Setup the app (10/22)



Click **pair** once you see the request

Apple

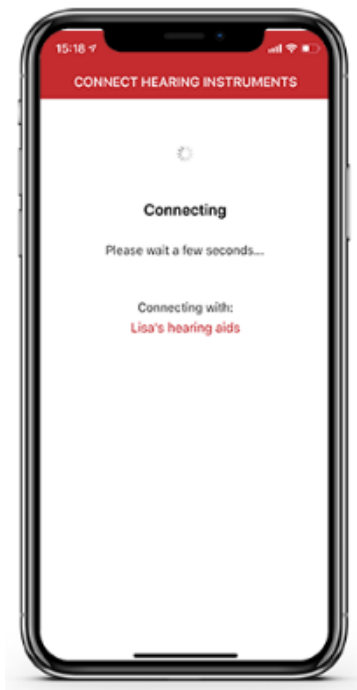
Setup the app (11/22)



Return to the Signia app. Ensure the hearing aids are turned on and next to your phone. The app will automatically search, find and connect to your hearing aids.

Apple

Setup the app (12/22)



Wait a few seconds while the app completes the connection to your hearing aids.

Apple

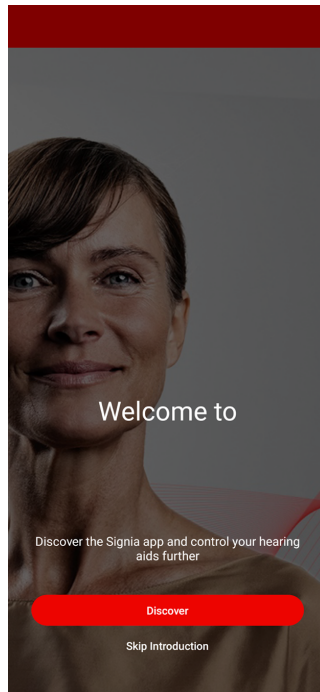
Setup the app (13/22)



Click **let's go** once connection successful. If you only see the retry screen pop up then close the app and restart the process.

Apple

Setup the app (14/22)



Select discover to start using the app

Setup the app (15/22)



Easy-to-Use Functions

Customize your hearing experience and respond to minor issues. Your adjustments will be cleared after you restart your hearing aids. Some hearing aids do not support all functions.



Volume

Adjust volume discreetly



Sound Balance

Choose the right balance between bass and treble



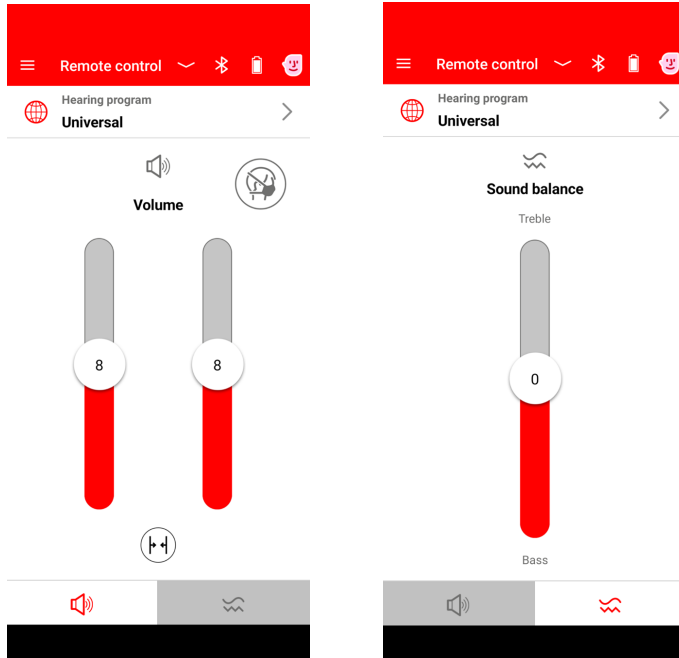
Directional Hearing

Focus on what you want to hear, in any direction



Next

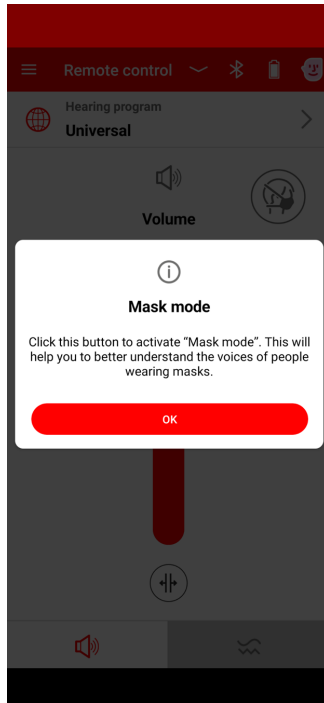
Setup the app (16/22)



Adjust volume & sound balance levels using the slider bars. Click on the gray section to toggle between volume and sound balance.

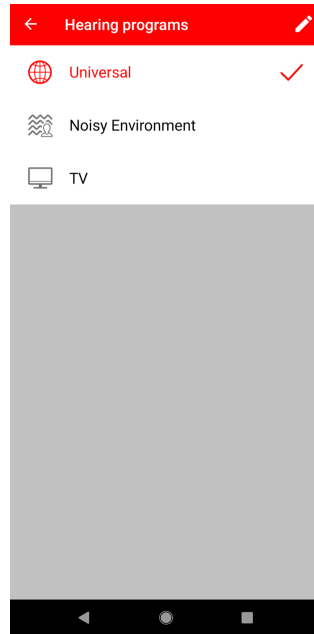
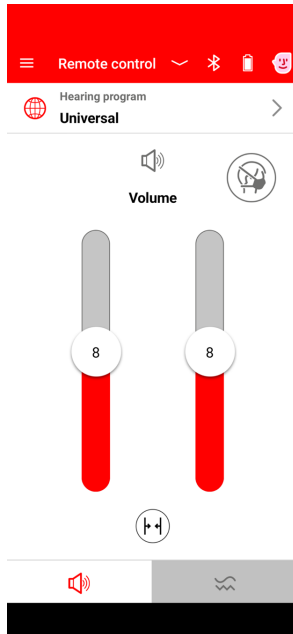
Note: volume adjustments can be made specific to each ear.

Setup the app (17/22)



Enable mask mode to help better understand the voices of those wearing masks. Mask mode is available using the universal program.

Setup the app (18/22)



Program 1: Universal (1 bell)

The best choice for most listening situations. If used in program 1, it is always active when you first switch on your hearing aid. Mask mode available in this setting.

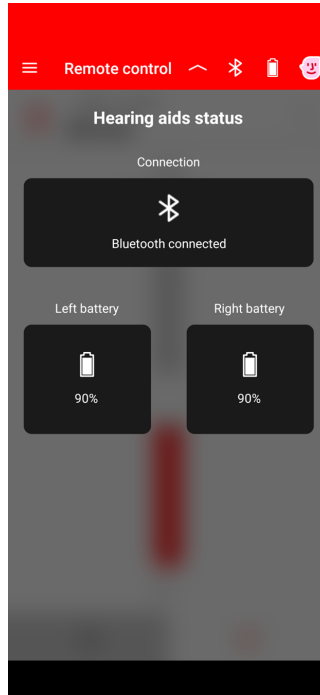
Program 2: Noisy Environment (2 bells)

For crowded places with lots of background noise.

Program 3: TV (3 bells)

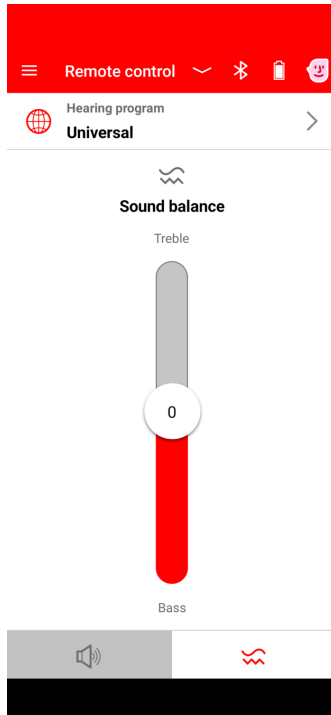
For watching TV.

Setup the app (19/22)



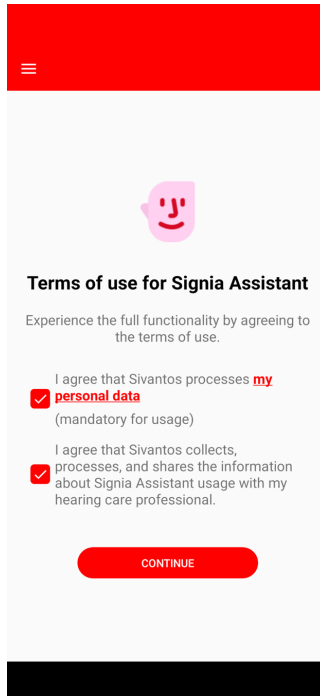
Check battery levels and Bluetooth connection status for your hearing aids. By tapping on the icons you will get a more detailed information.

Setup the app (20/22)



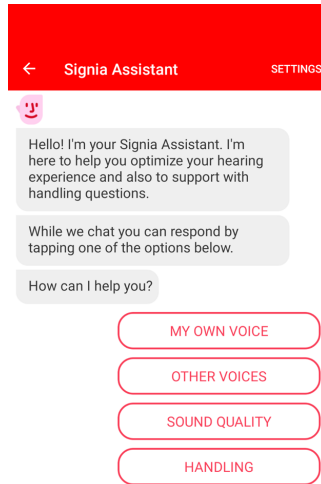
Click on the Signia assist on the top right hand side of your screen to enter assistant.

Setup the app (21/22)



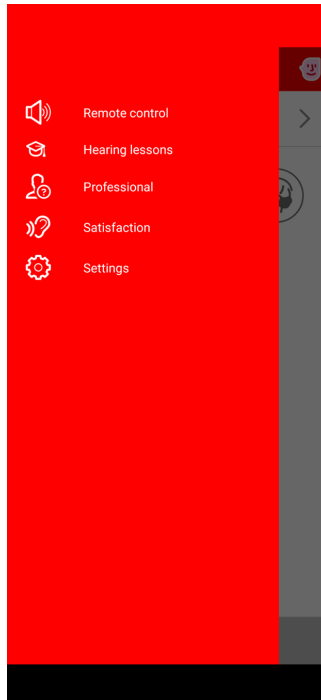
Accept terms and conditions for use.

Setup the app (22/22)



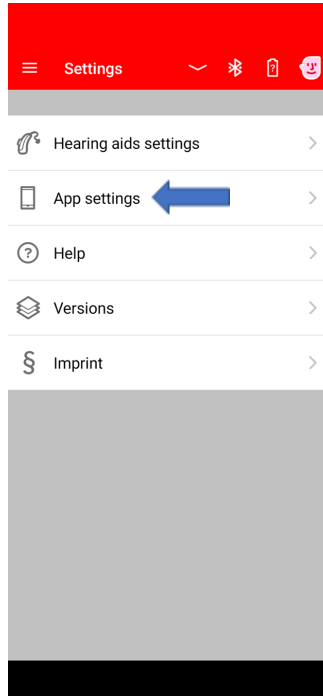
Use the assistant to get more information on hearing aid topics.

Troubleshoot the app - (1/4)



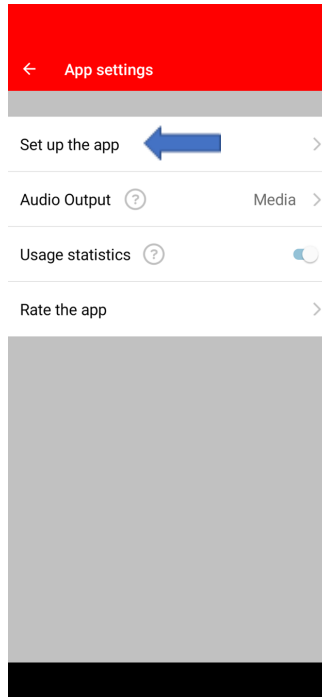
Click on the stacked 3 line menu in the top left corner

Troubleshoot the app - (2/4)



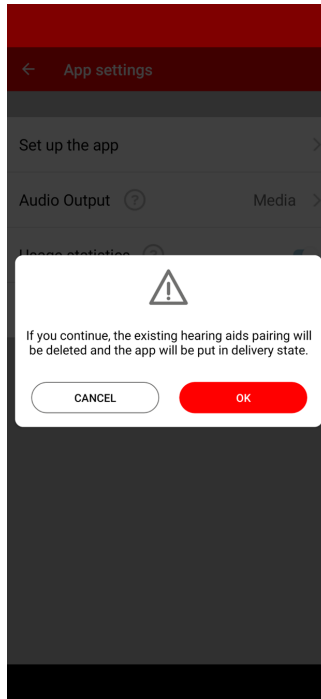
Click on app settings

Troubleshoot the app - (3/4)



Click set up the app

Troubleshoot the app - (4/4)



This will force the hearing aids to be re-paired with your device. After clicking **ok** the app will be sent back to the prepare the connection step.

Android

Setup the app (1/22)



The Signia app gives you everything you need to enjoy your hearing aids to the full, and all tailored to your personal preferences: audio streaming, remote control and remote support. All you need is your smartphone.

Easy to use, it lets you discreetly control the hearing program, the volume and other settings.

[READ MORE](#)

Download the "**Signia app**", from the app store

Setup the app (2/22)



Select the Terms & Conditions. Then click **accept**.

Setup the app (3/22)



Let's connect to the devices using Bluetooth. The Android screens shown serve as an example and may slightly differ depending on your device.

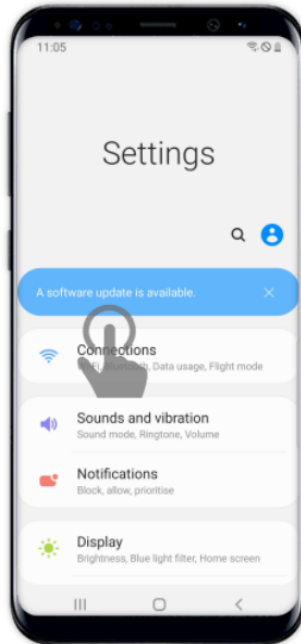
Setup the app (4/22)



To pair the hearing aids go to the **settings** menu of your Android device

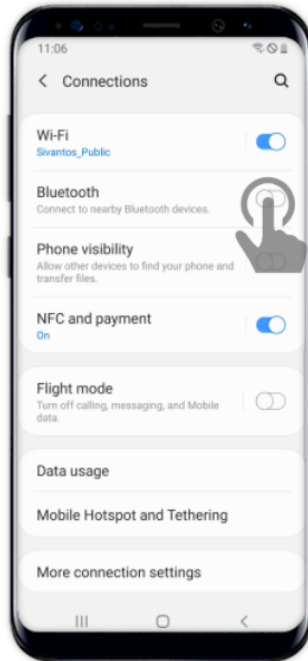
Android

Setup the app (5/22)



Select the option **connections** under **settings**

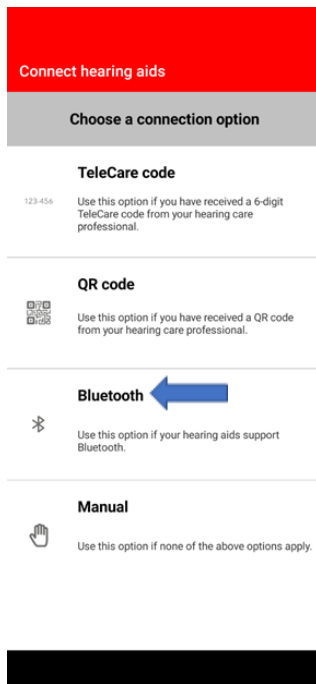
Setup the app (6/22)



Activate **Bluetooth** by swiping the menu bar next to the option to the right in case Bluetooth of your mobile device is off.

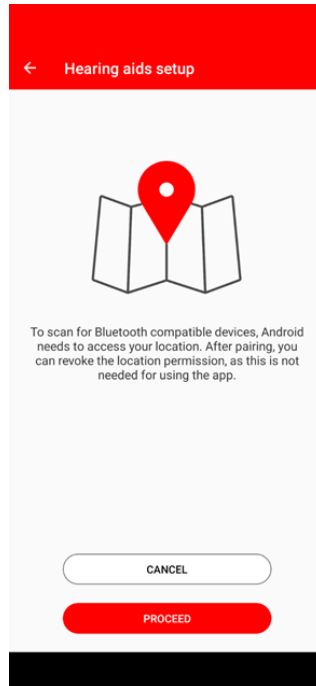
After turning on Bluetooth, switch the hearing aids on & off by putting them in charger, closing the door, then removing them from the charger & setting next/close to phone to connect.

Setup the app (7/22)



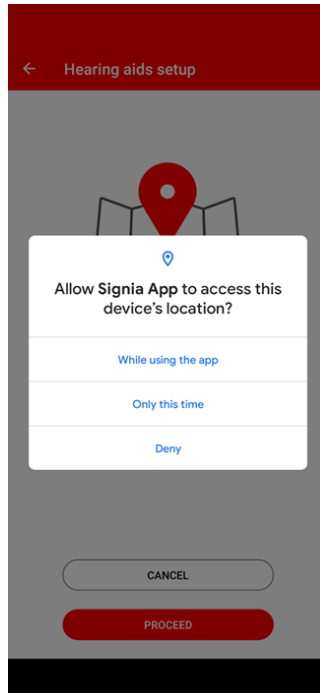
Select the **Bluetooth** connection option

Setup the app (8/22)



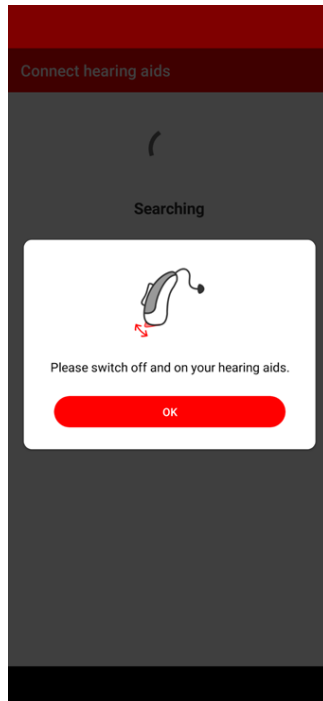
Click **proceed** to enable location sharing

Setup the app (9/22)



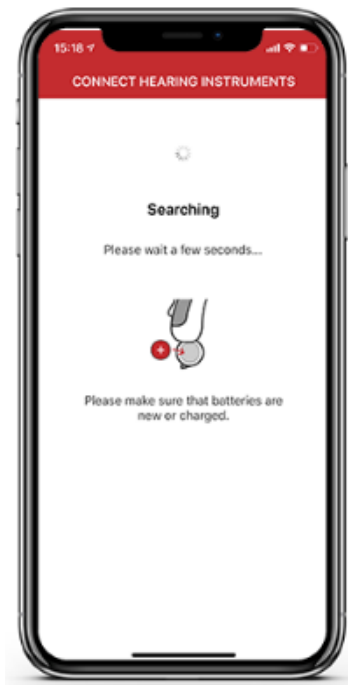
Allow location permission

Setup the app (10/22)



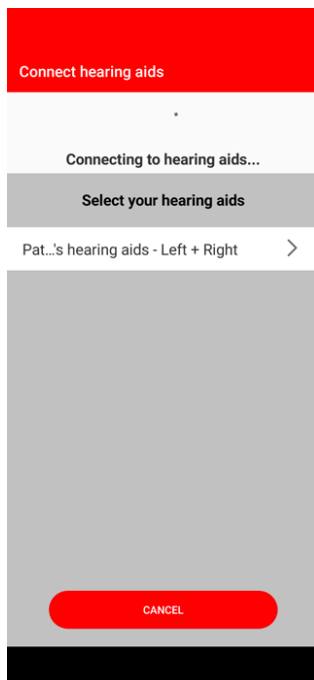
Click pair, ensure your hearing aids are turned on & close/next to you phone

Setup the app (11/22)



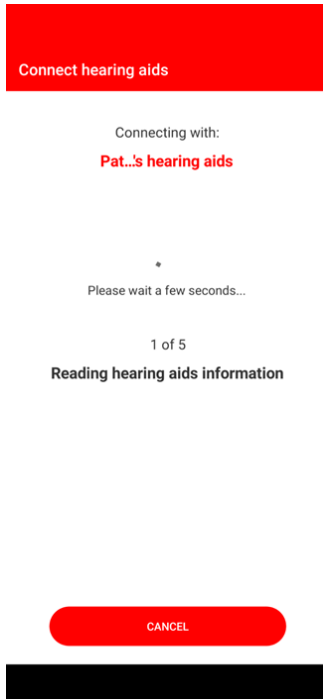
Searching. If you only see the retry screen pop up then close the app and restart the process.

Setup the app (12/22)



Select the hearing aids. Here you will see the first 3 letters of your name as well as left + right.

Setup the app (13/22)

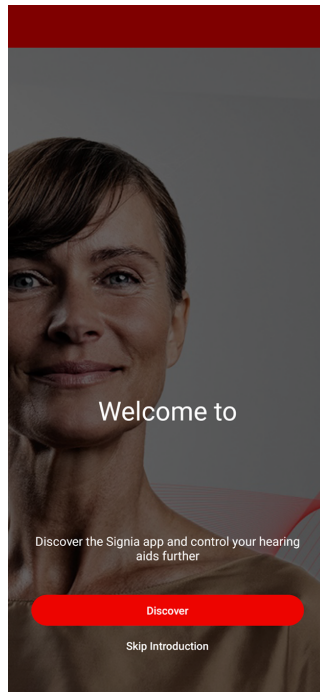


Pairing process, click let's go once connection is successful.

If you only see the retry screen pop up then close the app and restart the process.

Android

Setup the app (14/22)



Select discover to start using the app

Setup the app (15/22)



Easy-to-Use Functions

Customize your hearing experience and respond to minor issues. Your adjustments will be cleared after you restart your hearing aids. Some hearing aids do not support all functions.



Volume

Adjust volume discreetly



Sound Balance

Choose the right balance between bass and treble



Directional Hearing

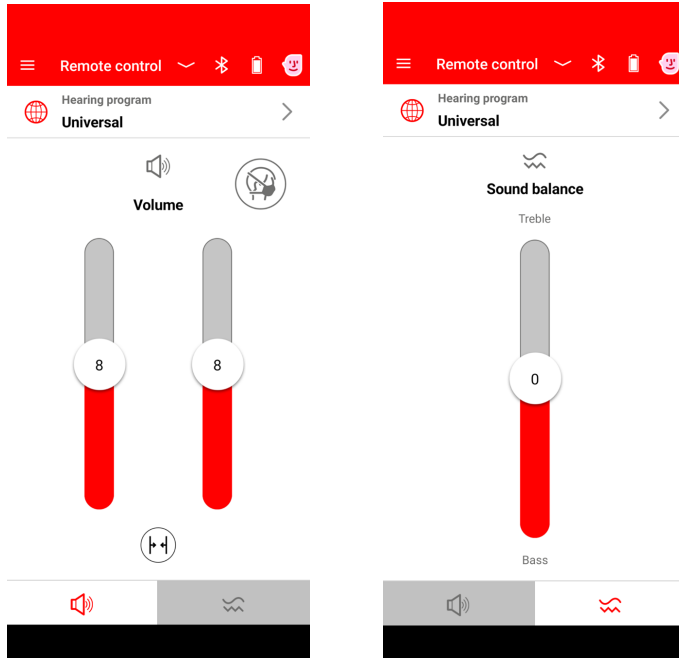
Focus on what you want to hear, in any direction



Next

You will be able to use the app to adjust volume, sound balance, change hearing programs and more to personalize your hearing experience.

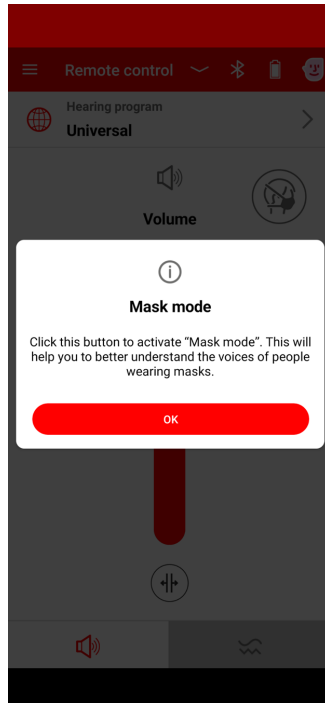
Setup the app (16/22)



Adjust volume & sound balance levels using the slider bars. Click on the gray section to toggle between volume and sound balance.

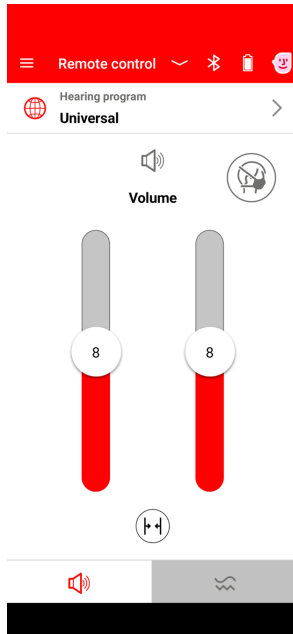
Note: volume adjustments can be made specific to each ear.

Setup the app (17/22)



Enable mask mode to help better understand the voices of those wearing masks. Mask mode is available using the universal program.

Setup the app (18/22)



Program 1: Universal (1 bell)

The best choice for most listening situations. If used in program 1, it is always active when you first switch on your hearing aid. Mask mode available in this setting.

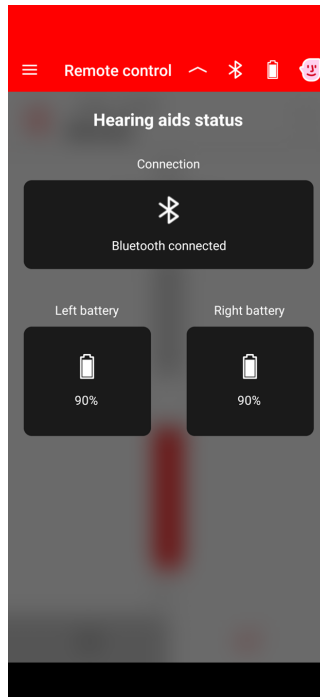
Program 2: Noisy Environment (2 bells)

For crowded places with lots of background noise.

Program 3: TV (3 bells)

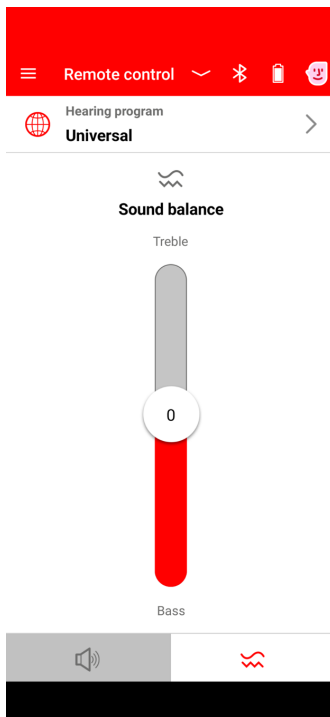
For watching TV.

Setup the app (19/22)



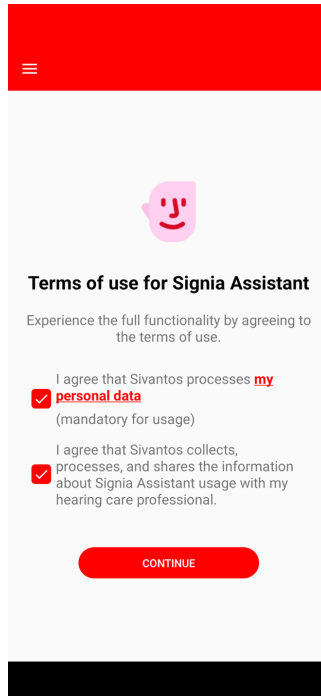
Check battery levels and Bluetooth connection status for your hearing aids. By tapping on the icons you will get a more detailed information.

Setup the app (20/22)



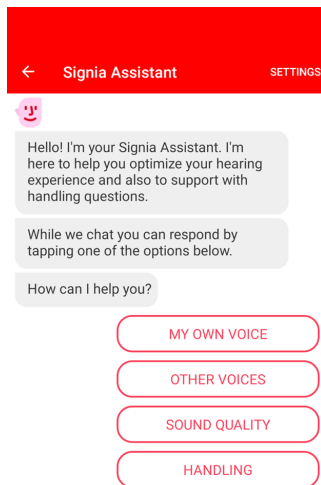
Click on the Signia assist on the top right hand side of your screen to enter assistant.

Setup the app (21/22)



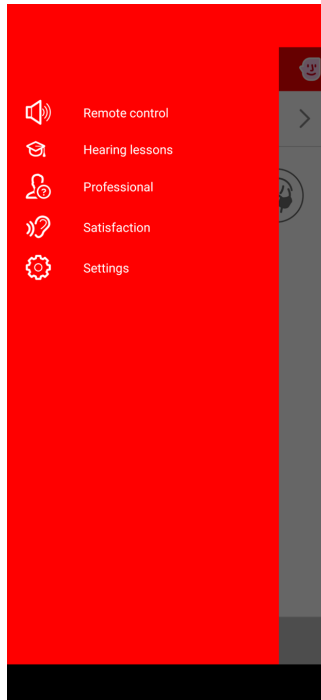
Accept terms and conditions for use.

Setup the app (22/22)



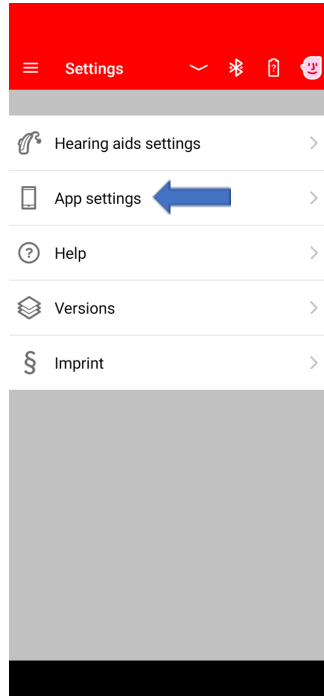
Use the assistant to get more information on hearing aid topics.

Troubleshoot the app - (1/4)



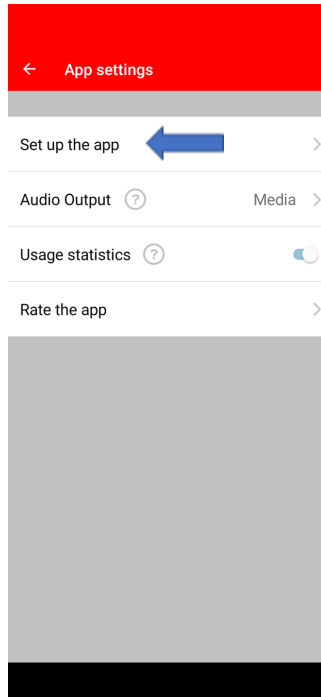
Click on the stacked 3 line menu in the top left corner

Troubleshoot the app - (2/4)



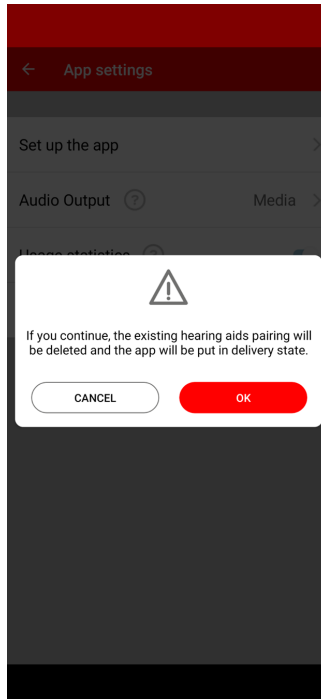
Click on app settings

Troubleshoot the app - (3/4)



Click set up the app

Troubleshoot the app - (4/4)



This will force the hearing aids to be re-paired with your device. After clicking **ok** the app will be sent back to the prepare the connection step.

Cleaning & maintenance

Store your hearing aids properly

Protect your hearing aids by keeping them in the case when you are not using them to avoid damage. Do not sleep with your hearing aids on.

Keep your hearing aids dry

Ensure you take off the hearing aids when showering or going for a swim.

Keep your hearing aids clean

Clean your hearing aids regularly to keep them performing at their best. Use a dry and soft cloth to clean your devices, never use water, cleaning solutions or other products. Additionally store your hearing aids away from products you are going to use such as hairspray, lotion or cologne.

The why behind cleaning your devices daily

All those amplified sound needs a clear pathway out of the device. The Sound Inlet needs to be clear for the microphone to pick up soft incoming signals. We recommend cleaning devices often, not all accumulation is visible, and a daily routine will prevent build-up.

Change click sleeves



- Turn the click sleeve inside out.
- Grasp the click sleeve and receiver (not the receiver cable) with your fingers and pull the click sleeve off.
- When adding a new one you should hear a click ensuring a good fit once in place.

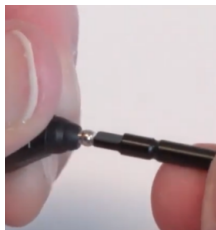
Change wax guards



- Remove one of the application sticks from the box



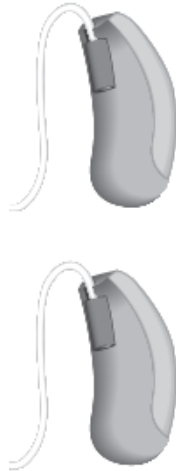
- Remove click sleeve from the hearing aid
- Insert the empty end of the application stick into the used wax guard in the hearing aid
- Pull outward on the stick to remove the used wax guard



- Use opposite end of application stick to firmly insert clean wax guard into hearing aid.
- Pull outward to remove the yellow stick and discard

Wax guards serve as a preventive measure to trap ear wax, dust or debris allowing the hearing aid user to easily remove it. Wax guards typically last about a month of usage.

Change receivers



Receivers should be changed only when the current receivers are either damaged or too short.

To remove the current receiver pull up on it close to the hearing aid connection.

To add a new receiver insert as shows in this video:
soundbright.com/resources

Audio streaming & Telecare

Your hearing instruments are made for iPhone hearing instruments. This means you can get phone calls and listen to music from your iPhone directly into your hearing instruments.

Streaming with an Android device is possible using a streamline Mic for \$250 (see our accessories page).

Telecare allows our specialists to make remote adjustments for your personal needs.

1. Click on the 3 stacked line menu (top left corner)
2. In the settings menu click on app settings
3. In the app settings menu click on connect to TeleCare
4. After accepting terms & condition you will be sent TeleCare code via SMS message
5. Enter the code in the space provided
6. Accept the audio, video & location settings for full TeleCare usage

Some situations you may encounter

Hearing "too" much

Hearing too much is a very common sensation indeed. Rest assured that it is a very normal part of getting used to hearing devices. When you first start using your device, the range of hearing you have access to changes for the better! Your brain is working with sounds you may not have heard for some time. Little noises—water running, and paper crumpling—may suddenly seem quite loud. You'll need to spend some time getting to know these soft, high pitch parts of the spectrum again. They're the same types of sounds that make speech seem crisper.

Brain adjustment time

You actually hear with your brain and not with your ears. Many people expect hearing aids to provide a perfect solution the instant they put them on. Sometimes this happens, but often that's not the case. Research shows it takes at least 30 days for your brain to adjust and relearn how to hear again with new hearing aids. To guarantee your best outcome with hearing aids, we developed a 30-day program to help your brain adjust.

Some situations you may encounter

My own voice sounds strange

“Autophony” is the term used to describe the sensation of hearing your own voice. This is one of the most common things people notice when they begin wearing an in-ear hearing device. Remarkably, it goes away within a week or two when your brain gets adjusted to it and eventually ignores it.

Speech clarity

With consistent daily wear of your devices, your brain will start to hone in on speech and filter out those extraneous sounds like chip packets crinkling. This usually happens during the first month of use. Be patient during this time, and try out the different listening programs. After several weeks, many people find that it’s easier to hold a conversation, and hear better in noisy environments—their listening effort is substantially decreased. Your speech discrimination will likely continue to improve over time. Possibly for several months. But remember, the key to anything is practice, so start conversing!

Some situations you may encounter

Make conversations easier

Get the very best out of your hearing experience by being an active listener. Here are some useful strategies for you and your conversation partners that will help you hear life to the fullest. And remember, you took a big step forward by addressing your hearing needs; your friends and loved ones can take some little steps, too:

Tips for loved ones

- Speak slowly and clearly
- Be aware of where you are standing in comparison to your loved ones
- Use body language - face to face communication works best
- Be patient & encourage your loved one to tell you what you need

Tips for hearing aid users

- Ask loved ones to slow their pace
- Stick to quiet environments at first
- Ask loved ones to repeat themselves
- Tell your loved ones to get your attention

Takeaway: Communication is a two-way street. It's important for both hearing aid users and their loved ones to work together and figure out the best way to speak with each other to ensure the hearing aid adjustment process is as smooth as possible

Solutions guide & FAQ (1/2)

Sound is weak

Try the following solutions: increase the volume, charge the hearing aid, clean or exchange the ear piece.

I hear whistling sounds

Try the following solutions: reinsert the ear piece until it fits securely, decrease the volume, clean or exchange the ear piece, if charger is plugged in = ensure HA's are turned off manually (rocker switch), if charger is not plugged in = ensure HA's are seated in cradle.

Sound is distorted

Try the following solutions: decrease the volume, charge the hearing aid, clean or exchange the ear piece.

Device is not working

Ensure hearing aids are charged and turned on

Test by placing the hearing aids in the charger & observe the status of the LEDs

Solutions guide & FAQ (2/2)

Audio isn't streaming to hearing aids

Android: verify the streamline mic (SLM) is paired properly (check Bluetooth connections > streamline mic)

iPhone/iOS: check the following settings: settings > accessibility > hearing aids > audio routing

App is not connecting

Android: ensure the Bluetooth is turned on

iPhone/iOS: verify the device is paired by checking the following settings: settings > accessibility > hearing aids > audio routing

Charging light does not turn on when devices are in

Verify the charger is plugged in correctly

Devices keep falling out

Try a different click sleeve size

Warranty & repair

Warranty

At the time of original purchase, SoundBright provides an original warranty on all hearing systems. The Signia includes a 3-year manufacturer warranty. The manufacturer warranty covers unlimited repairs and one-time loss/damage coverage per unit. The warranty begins on the date that the new system is received by the customer.

Loss or Damage during the 45-day right to return period

If one or both hearing devices are lost or damaged beyond normal use during the 45-day right to return period, the system cannot be returned for a refund. Refunds are issued for SoundBright hearing systems if all original components are returned within the 45-day period.

For more info please visit: soundbright.com/warranty/

Support

Have questions? We have answers. If your Signia devices begin to have any issues, please consult the Solutions Guide on the previous pages.

We are also standing by and ready to help you.

Simply begin by visiting our resources page where you will find FAQ and all of our how-to videos: soundbright.com/resources

If additional assistance is required please reach submit a request on our website and we will get back you to as soon as possible.

soundbright.com/help/

or give us a call at (833) 484-5102 to speak with our customer service team.

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