

Sound**bright**

Signia Silk

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
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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



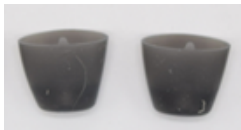
Carrying Case



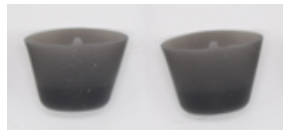
Size 10
Batteries



2 Extra Small
Click Sleeves



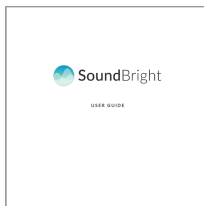
2 Medium
Click Sleeves



2 Large
Click Sleeves



Wax guards



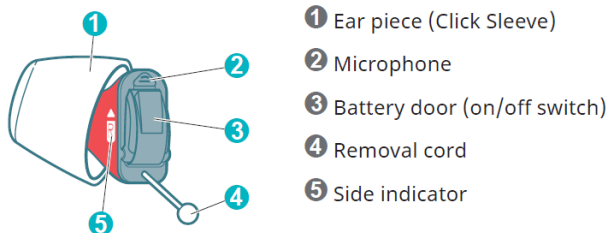
User Manual



Care
Tools

Get to know your Signia

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



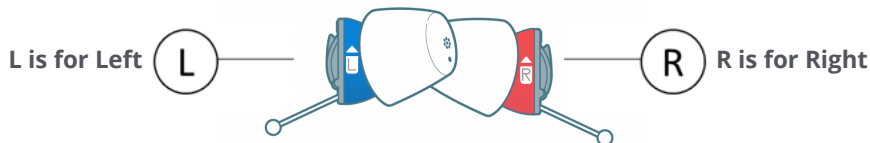
Ear piece (click sleeve): Ensures best fit to your ear size

Microphone: Picks up the sound in your environment

Battery door (on/off switch): Door is used to either insert or remove batteries

Removal cord: This little cord makes it easy for your fingers and thumb to grab & use to remove device from ear

Side indicator: Indicator of right/left sides

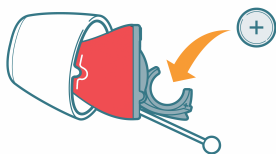


Insert batteries



Take out a battery from the packaging and peel off the protection tab.

Leave battery sticker off for 1 min prior to inserting.



- Insert the battery with the "+" symbol facing upwards
- Gently close the battery door. If you feel resistance, the battery is not inserted correctly.

Power on/off

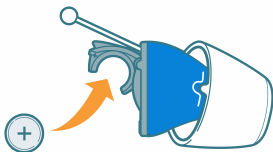
Turning on: Close the battery door. You will hear a start-up jingle indicating that the hearing aid is turned on.



Turning off: Fully open the battery door

Tip >> if not using leave in case with battery door open to avoid drainage

Remove batteries



Ensure the removal cord is facing up, using your thumb open the battery door.



1. Push the battery out (refer to the picture)
2. With a gentle push the battery should come out easily

Power on/off

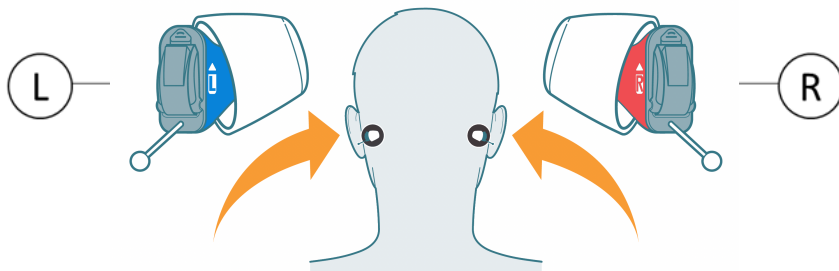
Turning on: Close the battery door. You will hear a start-up jingle indicating that the hearing aid is turned on.



Turning off: Fully open the battery door

Tip >> if not using leave in case with battery door open to avoid drainage

Insert into Ear



The right hearing aid is marked with **R**. The left hearing aid is marked with **L**.

Before inserting the hearing aids

1. Hold the hearing aids with the arrows pointing upwards and the removal cord at the bottom.
2. Carefully push the hearing aid into the ear canal.



Remove from Ear



Grasp device by the removal cord as shown.

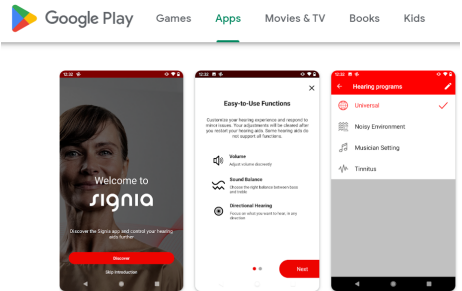
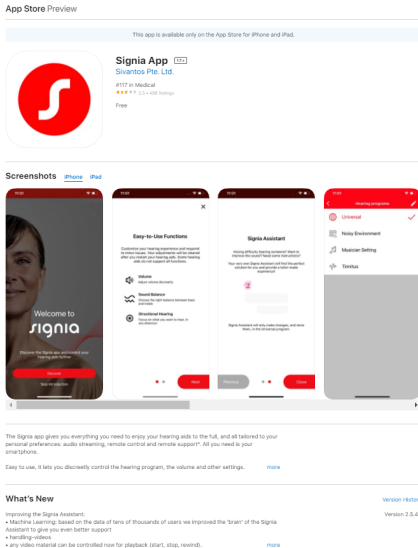


Gently pull, the device should come out smoothly.



Remember to open battery door & place devices directly into case if not wearing them to avoid draining battery or misplacing devices.

Setup the app (1/15)



About this app →

The Signia app gives you everything you need to enjoy your hearing aids to the full, a 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 :

With the Signia app, you can also stay in touch with your Hearing Care Professional :

Updated on
Jun 9, 2022

Medical

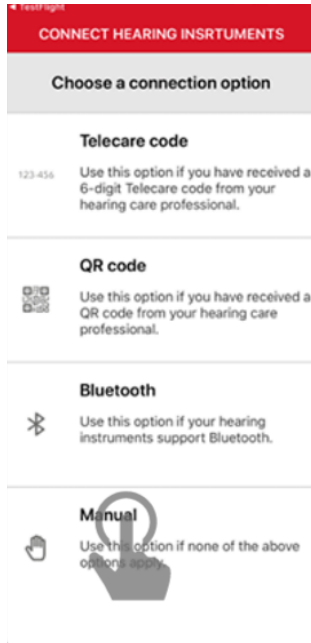
Download the "**Signia app**":
(iPhone users): Apple store
(Android users): Google play store

Setup the app (2/15)



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

Setup the app (3/15)




Select the **"Manual"** option from the menu.

Setup the app (4/15)

 CONNECT HEARING INSTRUMENTS

Is your hearing instrument a "Run" model?

**Behind the ear**
Find the model name on the side facing the ear.

**In ear**
Find the model name on one of the two sides of the hearing instrument.

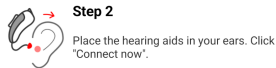
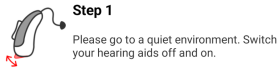
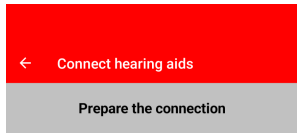
Yes

No

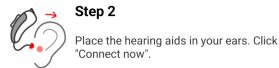
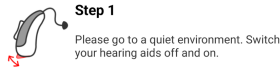
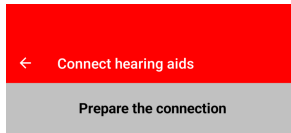
Click **"No"** to enter next screen.

Setup the app (5/15)

iPhone



Andriod



Note:
after opening &
closing battery door
you will only have 2
mins to connect now
or else a restart will
be required

If this did not work
Select different audio output ?

- ☐ Ringer
- ☒ Media

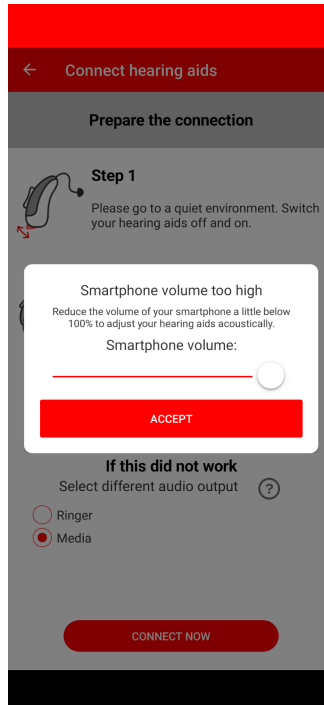
CONNECT NOW

CONNECT NOW

Ensure your devices have full batteries. Restart the device by opening & closing the battery door. Place the hearing aids in your ears. Click connect now to pair hearing aids


Android: Keep the default audio stream selected, if you are unable to connect after 3 attempts then change the audio stream.


Setup the app (6/15)



If required adjust volume by putting the slider in the middle under the V

Setup the app (7/15)

 CONNECT HEARING INSTRUMENTS



Confirmation tone

A confirmation tone played from the hearing instruments indicates a successful pairing.

Did you hear the confirmation tone?

No

Yes

Be sure to only click yes, if you have actually heard the tones (2 beeps). The 2 beeps will be in your right ear, then your left ear. Otherwise the volume adjustments won't actually be made

Setup the app (8/15)

CONNECT HEARING INSTRUMENTS



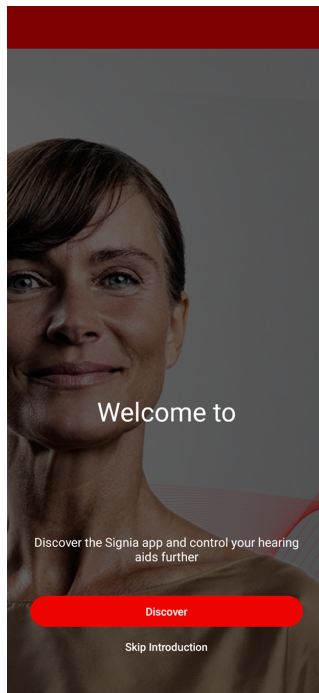
Connection successful

You are ready to start using Signia App now!



Confirmation of successful connection. Click let's go to start using the app.

Setup the app (9/15)



Select discover to start using the app

Setup the app (10/15)



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



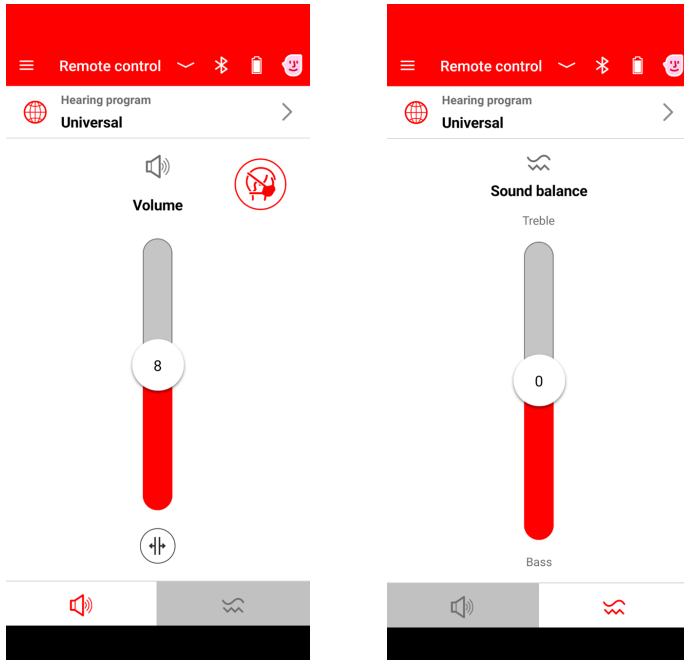
Directional Hearing

Focus on what you want to hear, in any direction



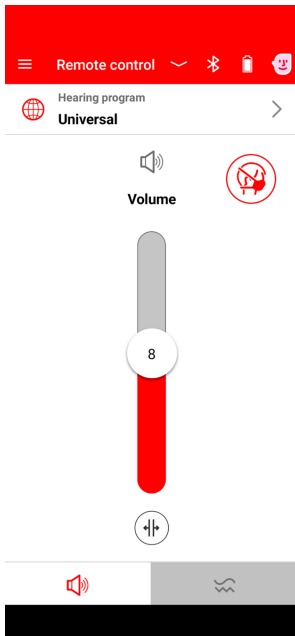
Next

Setup the app (11/15)



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

Setup the app (12/15)



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.

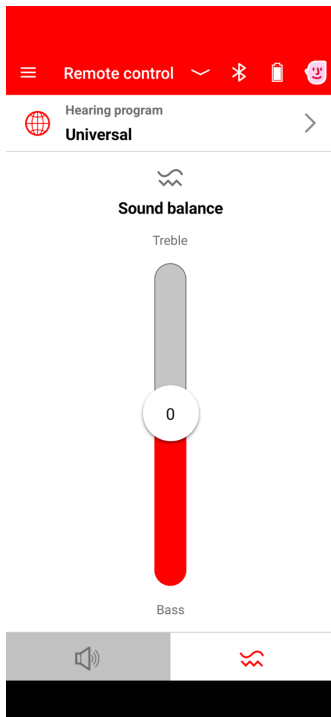
Program 2: Noisy Environment (2 bells)

For crowded places with lots of background noise.

Program 3: TV (3 bells)

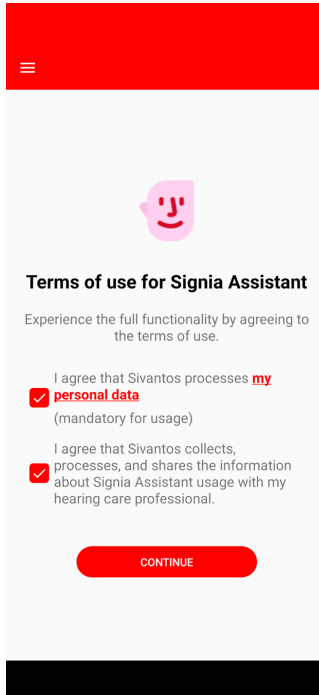
For watching TV.

Setup the app (13/15)




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

Setup the app (14/15)



The screenshot shows a mobile app interface with a red header bar containing a white hamburger menu icon. Below the header is a light gray area with a pink circular icon of a smiling face. The text "Terms of use for Signia Assistant" is displayed in bold. Below this, a paragraph states: "Experience the full functionality by agreeing to the terms of use." There are two checkboxes, both of which are checked with a red checkmark. The first checkbox is followed by the text "I agree that Sivantos processes my personal data (mandatory for usage)". The second checkbox is followed by the text "I agree that Sivantos collects, processes, and shares the information about Signia Assistant usage with my hearing care professional." At the bottom of the gray area is a red rounded rectangular button with the word "CONTINUE" in white capital letters. Below the gray area is a solid black bar.

☰



Terms of use for Signia Assistant

Experience the full functionality by agreeing to the terms of use.

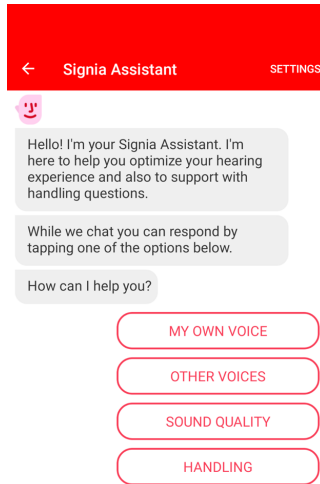
☒ I agree that Sivantos processes **my personal data** (mandatory for usage)

☒ I agree that Sivantos collects, processes, and shares the information about Signia Assistant usage with my hearing care professional.

CONTINUE

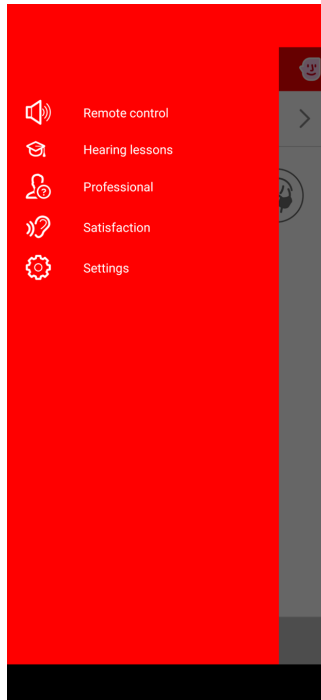
Accept terms and conditions for use.

Setup the app (15/15)



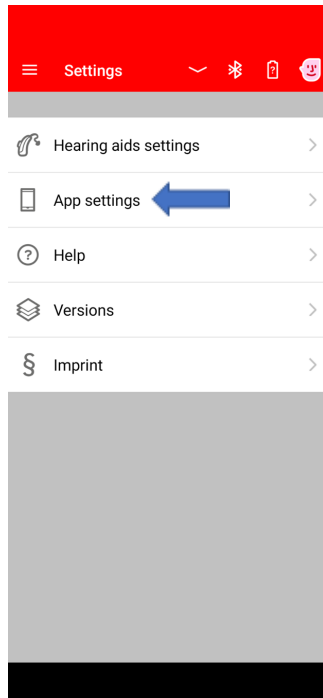
Use the assistant to get more information on hearing aid topics.

Troubleshoot the app - (1/4)



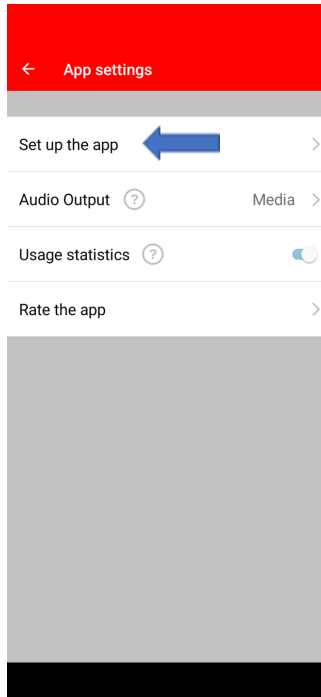
Click on the stacked 3 line menu in the top left corner

Troubleshoot the app - (2/4)



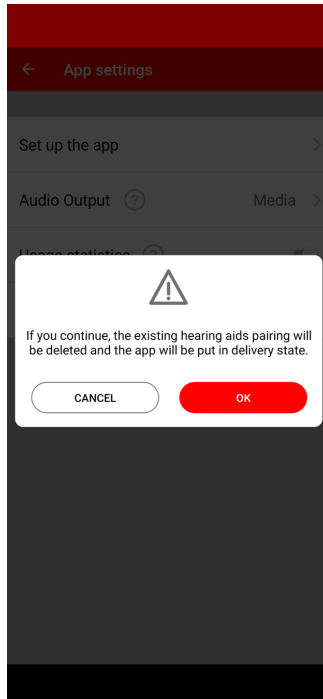
Click on app settings

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.

Taking care of your devices

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 the hearing aids in your ears.

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.

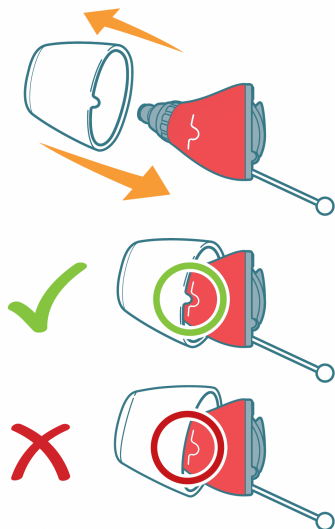
The why behind cleaning your devices daily

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

The hearing aids come with pre-installed click sleeves. If you do not feel comfortable using this size, you can change the click sleeves.

Please note that left and right ear sizes may differ.



To remove:

- Pull hard while pinching the tip to remove the sleeve.

To replace:

- Add sleeve as seen, you will hear a click when the click sleeve is attached.
- Ensure the click sleeve is on properly as displayed.
- Make sure that the flap of the click sleeve matches the printed line on the hearing aid.

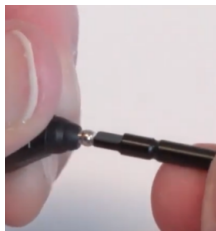
Change wax guards



- 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.

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)

I hear no sound

Open, then close battery doors. Listen for the power on jingle. If unable to hear, then replace batteries. If batteries have been replaced, then take off click sleeve, and change wax guard.

I hear tunnel sound

Increase the treble.

The battery door won't close

Check that the battery is in correctly, and that the negative (small) side is facing the lip/ledge.

I hear no changes after making adjustments

Re-Pair the app: Please refer to the app troubleshooting section

How do I restart my hearing aids?

Open battery doors for 5 seconds and close (do this twice if pairing for the first time).

Hearing aids are damp from running or sweating

Place hearing aids in drying jar.

Solutions guide & FAQ (2/2)

Can I wear devices in the pool or shower?

Like most hearing aids, the Signia Silk isn't waterproof, so you should take it out before you shower or go swimming.

What if the hearing aids don't fit my ear?

Your hearing aid will arrive with pre-installed size S (small) click sleeves. If those aren't comfortable, try changing to one of the other three sizes provided (XS, M, L). Choose a smaller size if the hearing aid is pressing on your ear. Choose a larger size if the hearing aid feels loose or makes a whistling noise.

How often will I need to change batteries?

The battery life is 70 hours, or about 5-7 days of normal usage. Opening the battery door reduces the battery drain and slightly reduces the moisture inside the hearing aid. You may want to keep a few spare batteries in your bag in case you have to swap them on the go.

Why isn't the Signia Silk rechargeable?

While the Signia Silk is a state-of-the-art product, we made the decision to use traditional batteries in order to give you both tiny size and superior sound quality. For a given level of power output, rechargeable hearing aid batteries are larger than traditional ones—and delivering the best sound quality means making room for more computing power. Switching to rechargeable batteries would have meant sacrificing either size or sound quality, and we felt both of those elements were too important for us to compromise on.

Warranty & repair

Warranty

At the time of original purchase, SoundBright provides an original warranty on all hearing systems. The Signia Silk includes a two-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.

Sound**bright**

(833) 484-5102

info@soundbright.com