



Sony CRE-C10 User Guide

Welcome to SoundBright

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

1. Watch our tutorial videos: youtu.be/S205sXrT2ro
2. Review this user guide in detail.
3. Download the "**Sony | Hearing Control app**" in order to set up your device. To download search for the app.
4. Follow the "**Sony | Hearing Control app**" for instructions.
The following sections are for your reference only.



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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 Sony
Hearing Aids



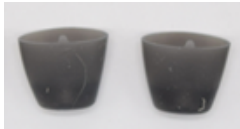
Carrying Case



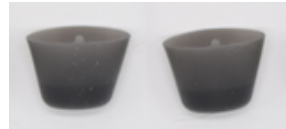
Size 10
Batteries



2 XS
Click Sleeves



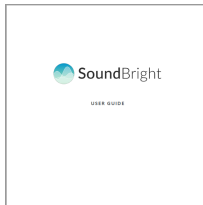
2 Medium
Click Sleeves



2 Large Click
Sleeves



Wax guards



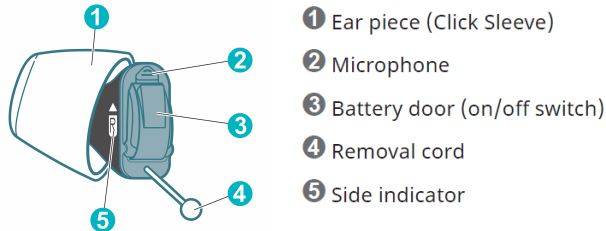
User Manual



Care
Tools

Get to know your Sony CRE-C10

Your Sony CRE-C10 has some important landmarks to get to know.



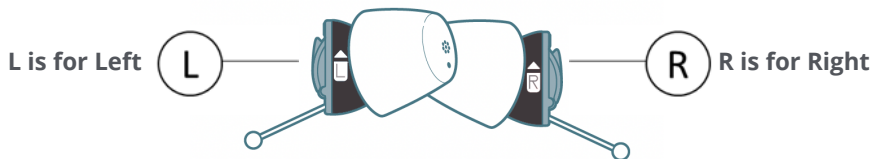
Ear piece (click sleeve): Ensures best fit to your ear size

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

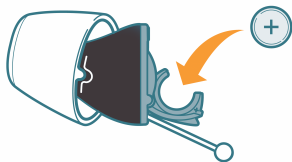


Insert batteries



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

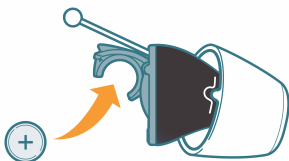
Turning on: Close the battery door. You will hear a start-up jingle indicating that the hearing aid is turned on.



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



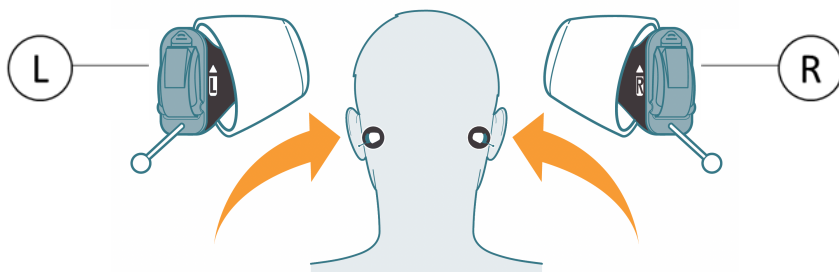
Power on/off

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.



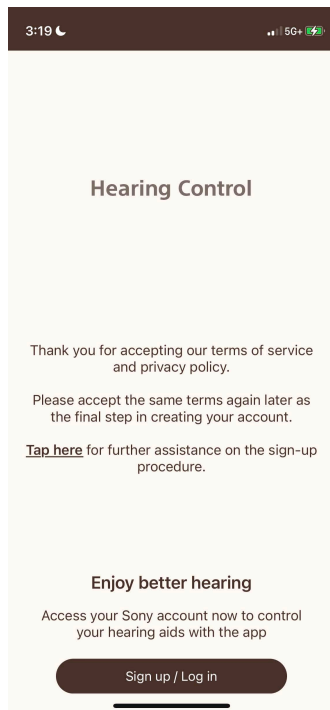
Remember to open battery door & place devices directly into case if not wearing them to avoid draining battery or misplacing devices.

Setup the app

1. Watch the tutorial video:
2. Download the "**Sony | Hearing Control app**" in order to set up your device. To download search for the app.
3. Follow the "**Sony | Hearing Control app**" for instructions. The following sections are for your reference only.

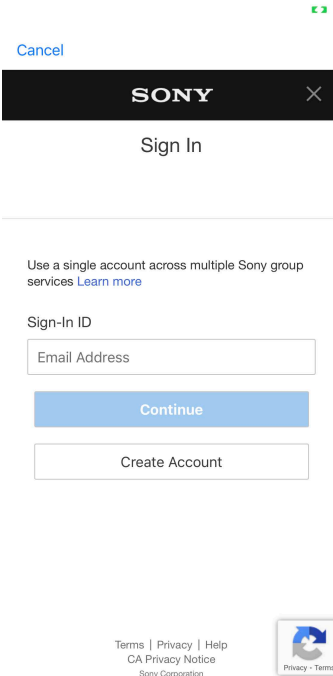


Setup the app (1/13)



Click "**Sign up / Log in**" to get started

Setup the app (2/13)



A screenshot of the Sony mobile app's sign-in screen. At the top right is a green status bar with a signal icon. Below it is a black header bar with the 'SONY' logo in white and a white 'X' icon on the right. Under the header is the text 'Sign In'. A horizontal line separates this from the main content area. The main content starts with the text 'Use a single account across multiple Sony group services' followed by a blue link 'Learn more'. Below this is the label 'Sign-In ID'. There is a white input field with the placeholder text 'Email Address'. Underneath the input field are two buttons: a blue 'Continue' button and a white 'Create Account' button with a grey border. At the bottom of the screen, there is a footer section. On the left, it contains the links 'Terms | Privacy | Help' and 'CA Privacy Notice' above 'Sony Corporation'. On the right is a small icon of a blue and white circular arrow with the text 'Privacy - Terms' below it.

Cancel

SONY

Sign In

Use a single account across multiple Sony group services [Learn more](#)

Sign-In ID

Email Address

Continue

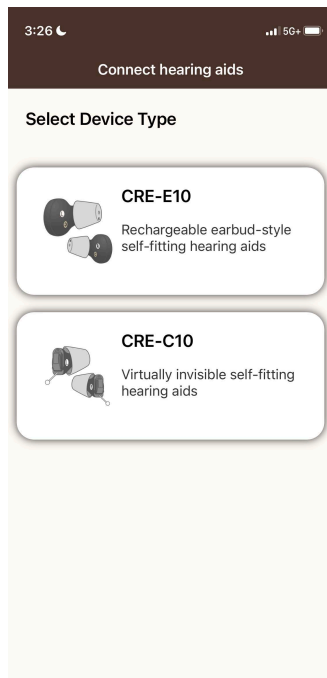
Create Account

Terms | Privacy | Help
CA Privacy Notice
Sony Corporation

Privacy - Terms

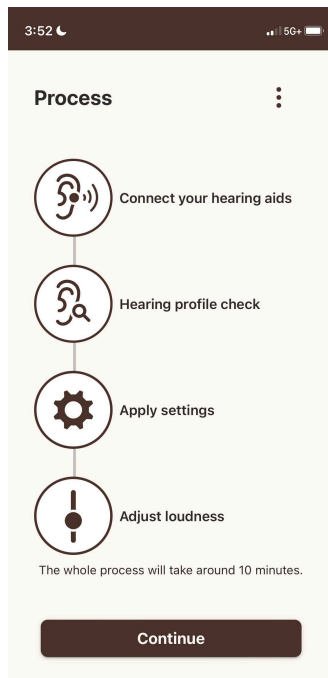
To get started you will have to create an account.

Setup the app (3/13)



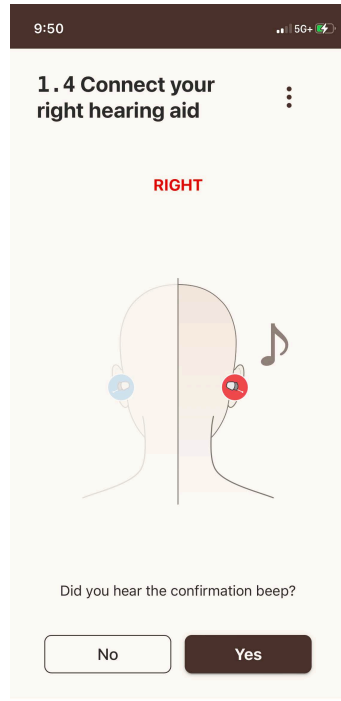
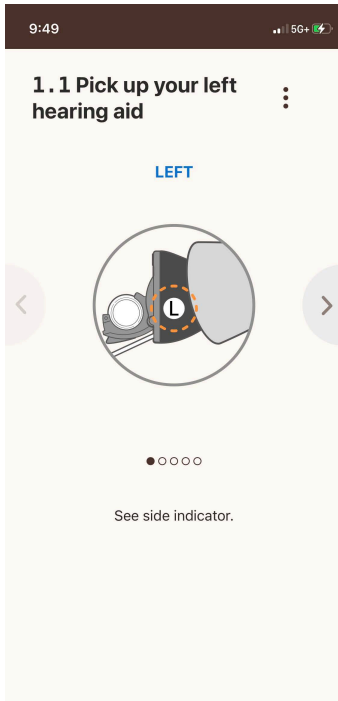
Click on the "**CRE-C10**" option

Setup the app (4/13)



Click "**continue**" to start the connection process.
You will be guided step by step.

Setup the app (5/13)



Connect your hearing aids by following the screen step by step instructions.

Setup the app (6/13)

9:51 5G+

2. Hearing profile check

Now we will identify your hearing profile

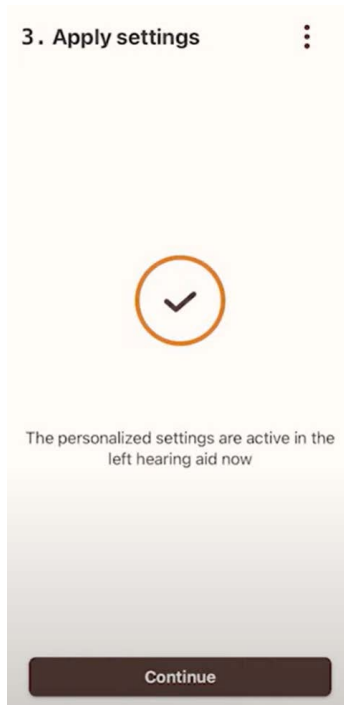
We will start with your left ear. You will hear a number of beeps. On the next screen please:

- Count the number of beeps
- Enter how many beeps you have heard
- Enter "0" if you did not hear any beep
- Tap on "Replay" to hear the beeps again
- Take your time!
- Perform the hearing ability profiling in a quiet environment without interruptions for the best results.

Continue

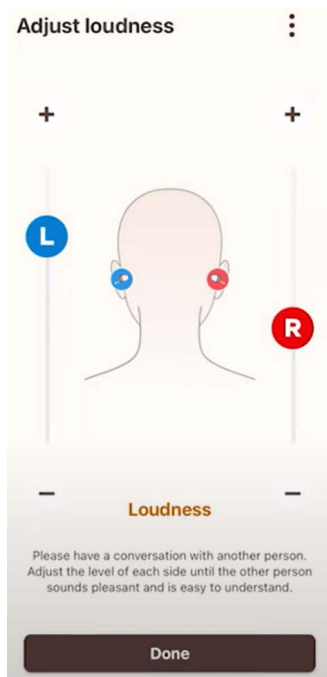
Complete the hearing test profile. This will help the devices adjust to your needs.

Setup the app (7/13)



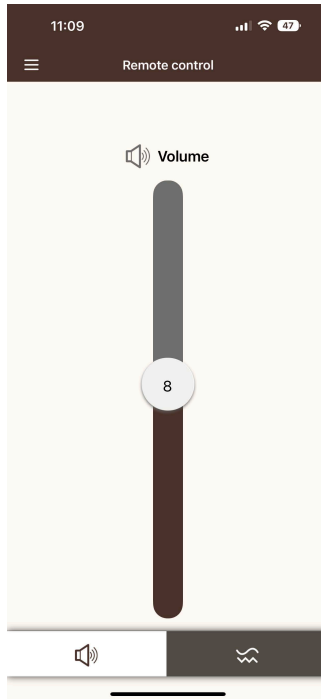
Apply settings to complete the setup.

Setup the app (8/13)



Adjust the volume level on each side as required to best experience your hearing aids.

Setup the app (9/13)



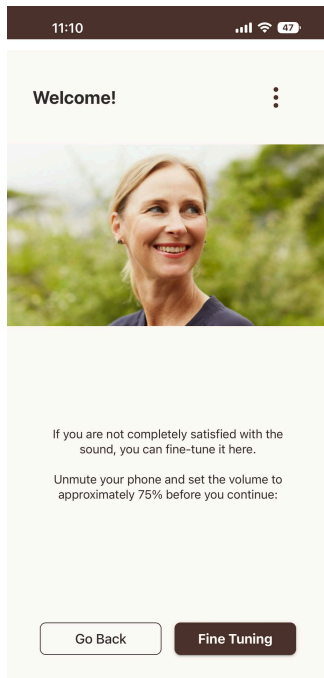
Adjust volume & sound balance levels using the slider bar.
Click on the gray section to toggle between volume and sound balance.

Setup the app (10/13)



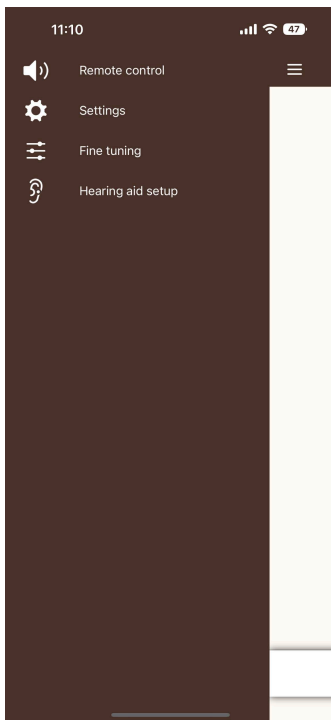
Adjust volume & sound balance levels using the slider bar.
Click on the gray section to toggle between volume and sound balance.

Setup the app (11/13)



If you are not completely satisfied with the sounds, use the fine tuning feature to make adjustments.


Setup the app (12/13)



Click on the stacked 3 line menu in the top left corner.
Click on "**fine tuning**".

Setup the app (13/13)

11:10

Fine tuning 


Some situations may be difficult, and hearing is very individual. Just describe the problematic situation and the app tries to improve the sound of your hearing aids. [Read More](#)

1 Category

Select >


2 Description

Select >

Revert to initial settings 

Continue

11:10

Category 

Loudness

Own Voice

Speech

Sound Quality

Others

Select category and description to identify your most problematic situations.

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.

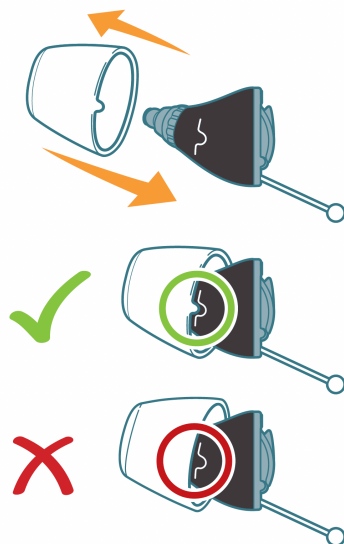
The why behind cleaning your devices daily

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.

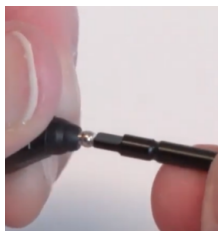
Change wax guards



- 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

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 Sony CRE-C10 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 Sony CRE-C10 rechargeable?

While the Sony CRE-C10 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 Sony CRE-C10 includes a one-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 Sony 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.



Sony CRE-C10 User Guide

Contact us:

(833) 484-5102

info@soundbright.com