

Sound**bright**

Sony CRE-E10 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/ohqZMAj6gjo
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

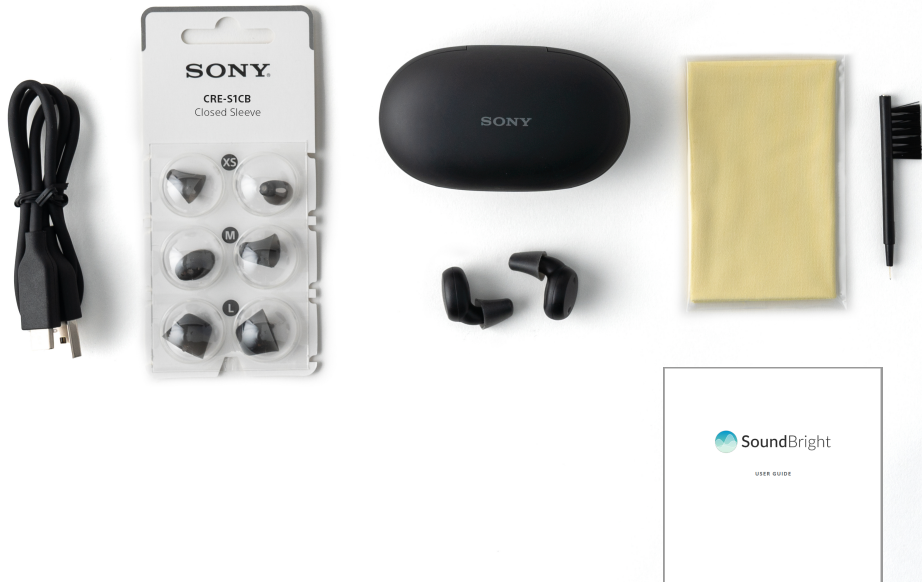
Congratulations! You've taken the first step toward better hearing and it's a big one. As exciting as it is to receive your new hearing aids, it's important to be aware that getting used to your devices takes time and may often feel overwhelming—especially during the first month. The good news is that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

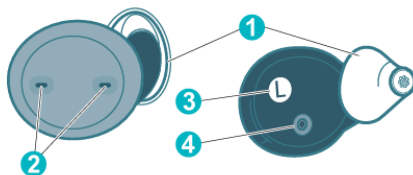


Your devices come with the following items:

Hearing devices, click sleeves, charging cable, charging case, cleaning supplies & a product user guide

Get to know your Sony CRE-E10

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



-
- ① Click Sleeve
 - ② Microphone openings
 - ③ Side indicator
(R = right ear, L = left ear)
 - ④ Charging contacts

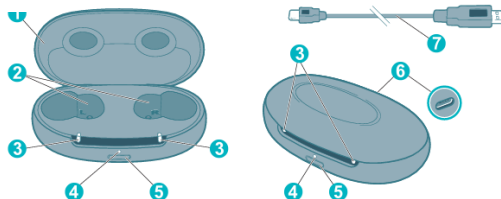


Right hearing aid



Left hearing aid

How to charge your devices



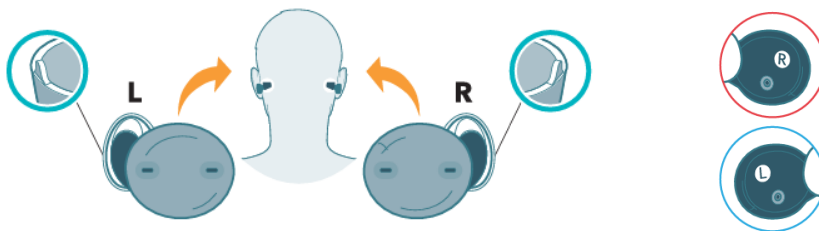
-
- | | |
|-----------------------|-------------------|
| ① Lid | ⑤ Push button |
| ② Charging cups | ⑥ USB power port |
| ③ LEDs – hearing aids | ⑦ USB power cable |
| ④ LED – charger | |

Connect the charger and a suitable power adapter (not included) with the USB cable. Use the cable which came with the device.

Keep the hearing aids inside the charger. While charging, the lights are pulsing orange. The lights change to constant green when the batteries are fully charged. To turn on the hearing aids take them out of the charger. To turn them off take them out of the charger.

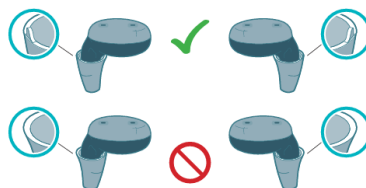
When fully charged, the charging base holds two portable charges for on the go convenience.

Insert into Ear



Identify the right and left hearing aids so that you insert the device into the correct ear. (R = right ear ; L = left ear)

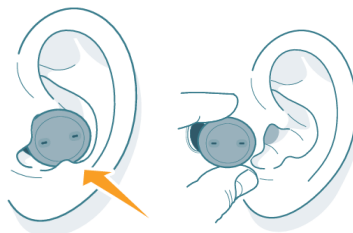
Make sure the click sleeve is positioned correctly.



Hold the hearing aid correctly before inserting.

Place the hearing aid in the outer ear and twist it slightly until it sits well.

Remove: grip the hearing aid with two fingers and pull it out.



Setup the app

1. Watch our tutorial videos: youtu.be/ohqZMAj6gjo
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 (1/16)

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

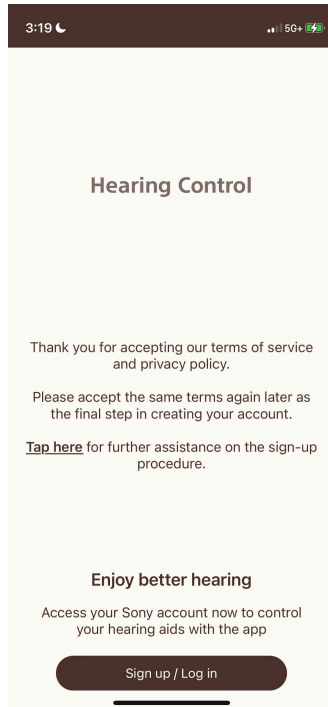


Privacy - Terms

To get started you will have to create an account.

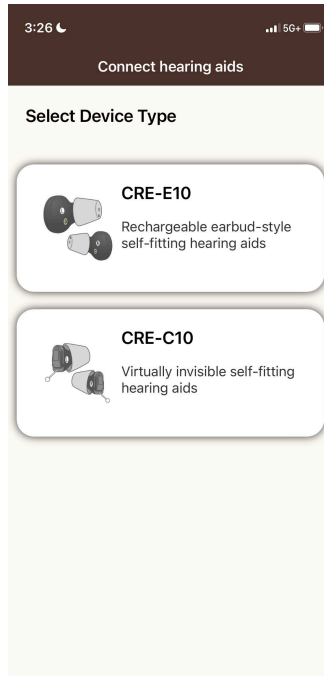
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Setup the app (2/16)



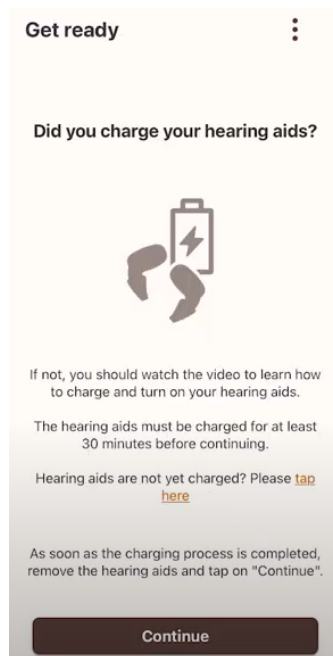
Click "**Sign up / Log in**" to get started

Setup the app (3/16)



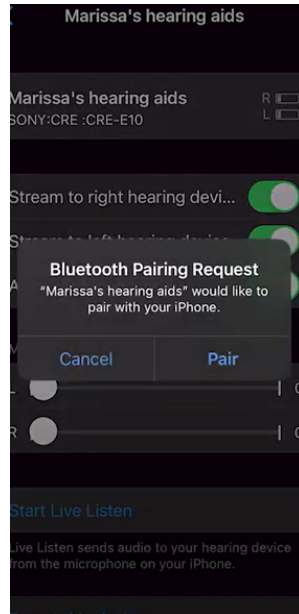
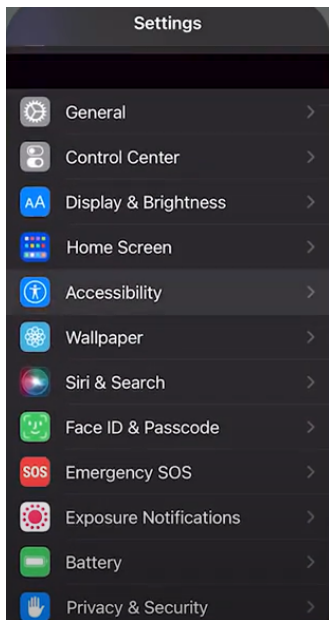
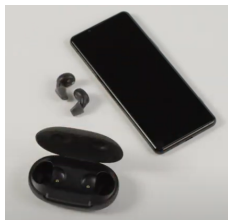
Click on the "CRE-E10" option

Setup the app (4/16)



First we must connect the hearing aids to our smartphone via Bluetooth connection.

Setup the app (5/16)

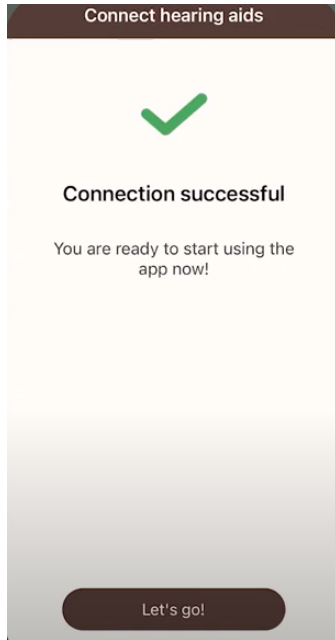


Ensure your devices are fully charged. Remove the hearing aids from the case and place them next to your smartphone.

Follow the steps on your smartphone to connect:

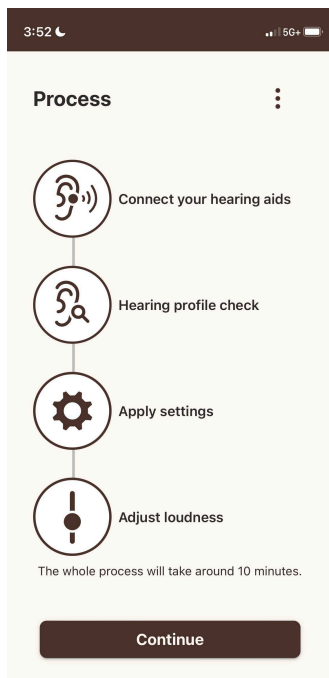
Steps: settings > accessibility > hearing devices > pair request

Setup the app (6/16)



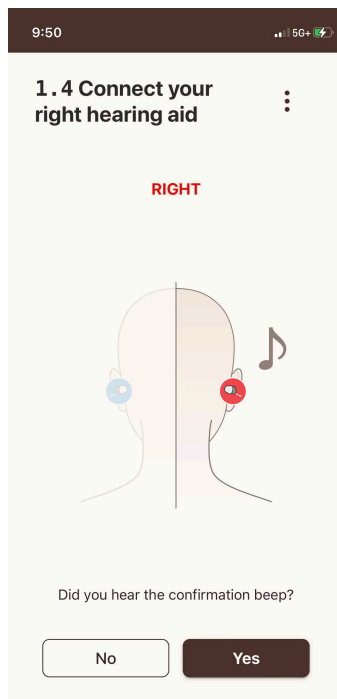
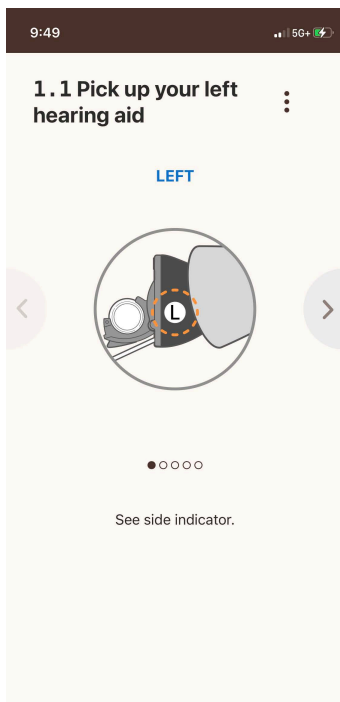
Devices have been successfully connected via Bluetooth now its time to program them.

Setup the app (7/16)



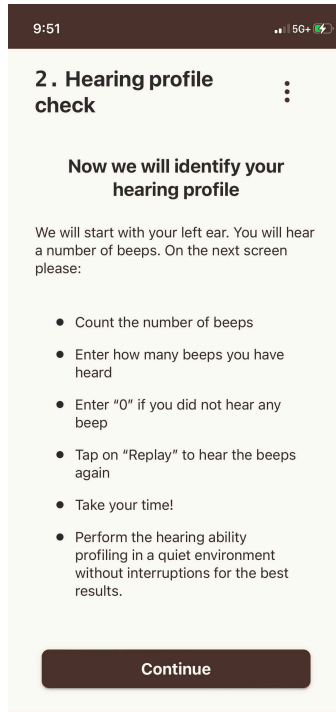
Click "**continue**" to start the connection process. You will be guided step by step.

Setup the app (8/16)



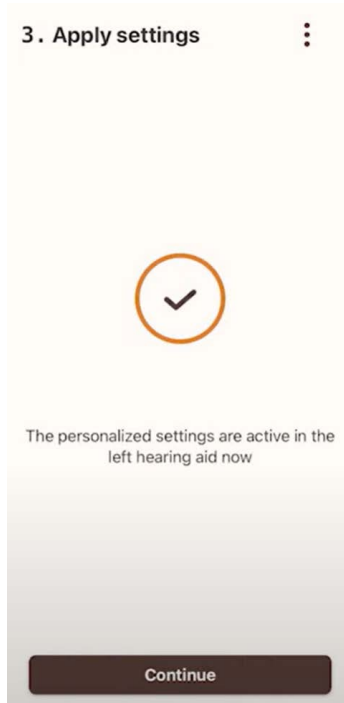
Connect your hearing aids by following the screen step by step instructions.

Setup the app (9/16)



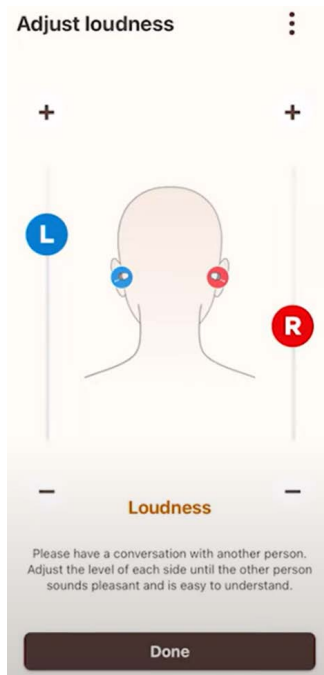
Complete the hearing test profile. This will help the devices adjust to your needs.

Setup the app (10/16)



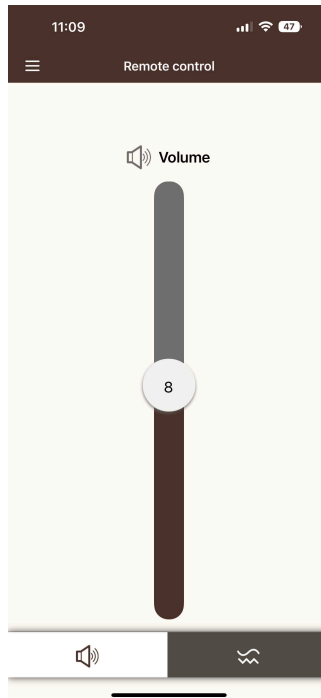
Apply settings to complete the setup.

Setup the app (11/16)



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

Setup the app (12/16)



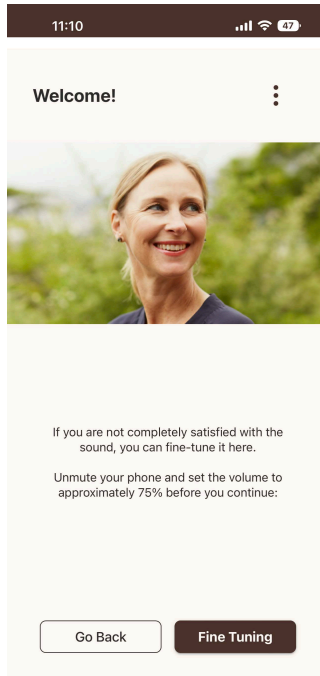
Adjust volume & sound balance levels using the slider bar. Click on the gray section to toggle between volume and sound balance.

Setup the app (13/16)



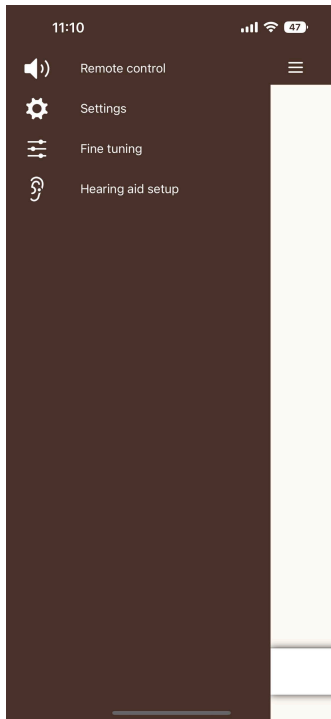
Adjust volume & sound balance levels using the slider bar. Click on the gray section to toggle between volume and sound balance.

Setup the app (14/16)



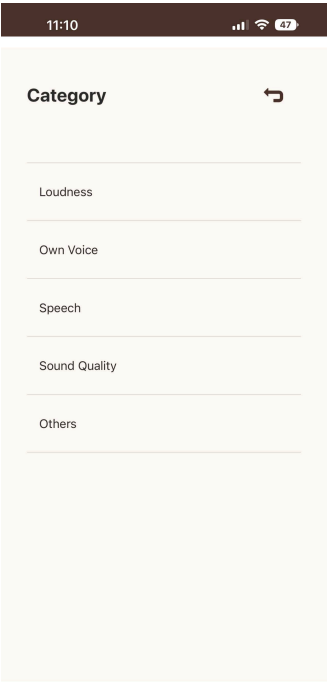
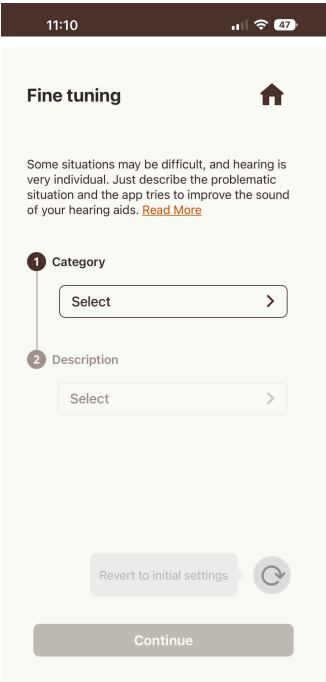
If you are not completely satisfied with the sounds, use the fine tuning feature to make adjustments.

Setup the app (15/16)



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

Setup the app (16/16)



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.

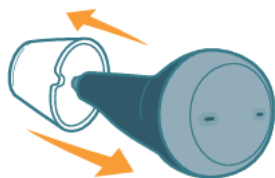
The why behind cleaning your devices daily

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.

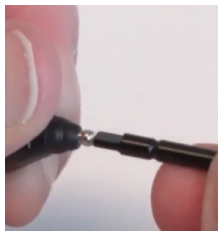
Change wax guards



- 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.

FAQ

How often do I need to charge the hearing aids?

Hearing aids are meant to be charged daily, even if the power cell is not empty. Charge them overnight so you can be sure to start your day with fully charged hearing aids.

How long does charging take?

A full charging cycle takes approx. 4 hours (+/- 10 mins). After 30 minutes, it is possible to use your hearing aids up to 6 hours.

What happens if I forgot to charge?

Your hearing aids will automatically switch off when the power cell is empty. Charge the hearing aids as soon as possible.

Warranty & repair

Warranty

At the time of original purchase, SoundBright provides an original warranty on all hearing systems. The Sony CRE-E10 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.

Sound**bright**

USER GUIDE

(833) 484-5102

info@soundbright.com