

**SONY®**

# **User Guide**

**Self-fitting hearing aid**  
**CRE-C10**

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## Intended use

The self-fitting hearing aid is intended to amplify sound for individuals 18 years of age or older with perceived mild to moderate hearing impairment. It is adjusted by the user to meet the user's hearing needs through software tools. The device is intended for direct-to-consumer sale and use without the assistance of a hearing care professional.

The Sony | Hearing Control app is intended to support self-fitting and fine-tuning of the hearing aid.



## NOTICE

- ▶ It is necessary to use the Sony | Hearing Control app to set up the device.
- ▶ The left and the right hearing aid are intended to be worn together. They operate as a set.



## CAUTION

Read this user guide and the safety and maintenance information thoroughly and completely to avoid damage and injury.

# How to use QR codes

You will find QR codes\* throughout the user guide. These QR codes will help you to install the Sony | Hearing Control app or to view instructional videos.

Follow these simple steps to start using the QR codes in this guide:

1. Open the QR Code reader or smartphone camera on your phone.
2. Hold your device over the QR Code so that the QR code is clearly visible within your smartphone's screen.
3. The phone will automatically scan the QR code. When your smartphone reads the QR code, a link will appear. Click the link to go to the video.

\*QR Code is registered trademark of DENSO WAVE INCORPORATED.



## **NOTICE**

- ▶ Not all smartphone readers work the same. Some may require additional steps.



## **WARNING**

In case you have any doubt whether this device is appropriate for you, consult a licensed physician before using this device.



**For adults 18 years and older with mild to moderate hearing loss.**

**WARNING**

Contact your primary care provider before using this product if you currently experience any of these conditions as it may not be appropriate for you:

- ▶ severe hearing loss or deafness in at least one ear
- ▶ a steep decline in hearing ability within the last 90 days in one or both ears
- ▶ active discharge within the last 90 days
- ▶ dizziness
- ▶ a visible deformity of the ear
- ▶ pain, or discomfort in the ear
- ▶ significant ear wax accumulation



# What you'll find in the box



Left and right hearing aid  
Click Sleeve size S attached



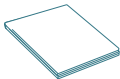
1 pack of size  
10 batteries



Case



Cleaning brush



Cleaning cloth

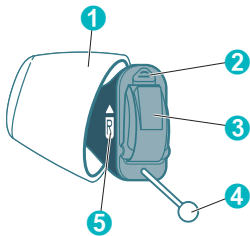


Click Sleeves  
sizes XS, M, and L

- ▶ Quick start card and user guide (this booklet)
- ▶ Safety and maintenance information
- ▶ Limited warranty

## Get to know your hearing aids

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- ① Click Sleeve
  - ② Microphone
  - ③ Battery door (on/off switch)
  - ④ Removal cord
  - ⑤ Side and orientation indicator:  
arrow should point upwards
-

## Start here

It is required to complete all steps in the Sony | Hearing Control app to setup the hearing aids for your needs. Start now by scanning the QR code with your smartphone camera or by typing the URL into your browser.



To receive guidance how to set up your hearing aids, use the QR code or open the browser on your smartphone and type in this address:  
[sony.net/hearing-c10-app](https://sony.net/hearing-c10-app)

You will be guided through the process. It will take around 10 minutes.

Before starting the process, please do the following:

- ▶ Ensure strong internet access (Wi-Fi or cellular) throughout the customization process
- ▶ Find a place where you are not disturbed by other loud sounds

- ▶ Unmute your smartphone
- ▶ Set the volume for media sounds of your smartphone to a high level (about 75%).

**Download the Sony | Hearing Control app to personalize your hearing aids.**



[sony.net/hearing-c10-app](https://sony.net/hearing-c10-app)

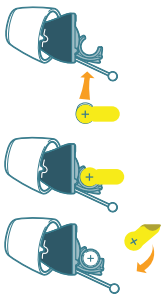
Follow the Sony | Hearing Control app for instructions.  
The following sections are for your reference only.

## How to insert the battery

Open the blister from the back side and take out a battery. Place the hearing aids in front of you on the table as illustrated to the right.

Place the battery inside the battery compartment.

Remove the yellow sticker and close the battery door\*.



\* Shown for the left device

## How to power on/off

There is no on/off button on the hearing aids.

**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.



Remove hearing aids while sleeping or bathing/swimming.

When you're not wearing your hearing aids, we recommend leaving the battery door open to conserve battery life.

The battery life is 70 hours\*, or about 5-7 days of normal usage. When the battery is running low you will hear an alert signal.

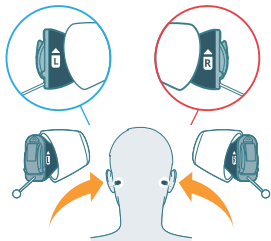
\*Actual performance varies based on settings, environmental conditions, and usage.

## How to insert the hearing aids

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

Hold the hearing aids with the arrows pointing upwards and the removal cord at the bottom. Make sure the battery door is closed.

Gently push the hearing aid into the ear canal.





WATCH QUICK VIDEO TUTORIAL  
[sony.net/hearing-c10-insertion](https://sony.net/hearing-c10-insertion)

Please refer to the Sony | Hearing Control app to set up the hearing aids for use.

If the hearing aids do not fit comfortably in your ear, please see the section “How to change Click Sleeves”.



## **How to remove the hearing aids**

Remove each hearing aid by pulling the removal cord toward the back of your head.



## How to change Click Sleeves

The hearing aids come with the size S Click Sleeves pre-attached. 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.

Choose a **smaller size** if the hearing aid feels tight in your ear.

Choose a **larger size** if the hearing aid feels loose or makes whistling noise.

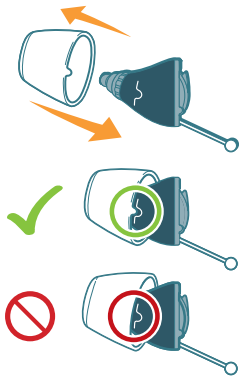
## Removing Click Sleeve

Pinch and pull off the Click Sleeve.

Click Sleeves are designed to be discarded after removal from device.

## Installing new Click Sleeve

Make sure that the tab of the Click Sleeve matches the printed line on the hearing aid. You will hear and feel a click when it is fully installed\*.



\*Shown for the left device



WATCH QUICK VIDEO TUTORIAL  
[sony.net/hearing-c10-sleeves](http://sony.net/hearing-c10-sleeves)



## **WARNING**

Risk of injury!

Always wear the hearing aid with a Click Sleeve.

- ▶ Make sure that the Click Sleeve is completely attached. You should feel that it snaps into place.
- ▶ Ensure that only a single Click Sleeve is attached to each hearing aid.
- ▶ In the very rare case that the click sleeve gets stuck in the ear canal and you cannot remove it yourself, please contact a physician.
- ▶ Do not insert the Click Sleeves in your ears without the hearing aid attached.



## NOTICE

- ▶ Push the device into the intended position, making sure there is no discomfort/resistance.

# Support

For more detailed information:

- Visit our website: [sony.net/hearing-support](https://sony.net/hearing-support)
- Phone: 877-864-7669



Supported systems:

For Apple iOS version 13 or above, Google Android 10 or above.

## Country/region specific information

Certification information for hearing instruments with wireless functionality:

Sony CRE-C10

- NFMI Module 2
- Contains FCC ID: SGI-MIM002
- Contains IC: 267AB-MIM002

## Technical information

Output	
OSPL 90 (Peak)	2cc coupler 114 dB SPL
HFA-OSPL 90	108 dB SPL
Fitted OSPL 90	103 dB SPL
Frequency range and noise	
Frequency range	100 – 8600 Hz
Equivalent input noise	20 dB SPL
Total harmonic distortion 500 / 800 / 1600 / 3200 Hz	2% / 3% / 2% / 1%
Latency	14 ms



## Battery

Battery voltage	1.3 V
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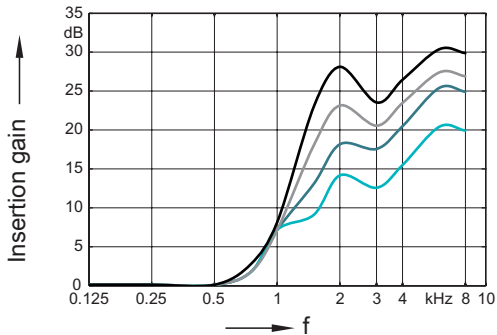
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Battery current drain	1.2 mA
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All measurements performed according to ANSI S3.22:2014 with 2 cc coupler, except for latency performed to ANSI/CTA 2051:2017.

## Pre-configured sound profiles:



Pre-configured sound profiles

1 — 2 — 3 — 4 —



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