

SONY[®]

User Guide

**Rechargeable self-fitting hearing aid
CRE-E10**

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*QR Code is registered trademark of DENSO WAVE INCORPORATED.

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Fully charge your hearing aids before using them for the first time.

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 charger is intended to charge our specific hearing aids with built-in power cells (lithium-ion rechargeable batteries).

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.

Your hearing aids

A power cell (lithium-ion rechargeable battery) is permanently built into your hearing aid. This enables easy charging with your charger.

The wireless functionality enables advanced audiological features and synchronization between your two hearing aids.

Your hearing aids feature *Bluetooth*[®] Low Energy* technology allowing for easy data exchange with your smartphone, and for seamless audio streaming with your iPhone**.

* The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc., and any use of such marks by Sony Corporation is under license. Other trademarks and trade names are those of their respective owners.

** Apple, the Apple logo, iPhone, iPad, and iPod are trademarks of Apple Inc., registered in the U.S. and other countries and regions.

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.

Start now by scanning the QR code with your smartphone camera or by typing the URL into your browser:

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.



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

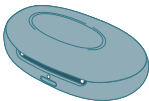
Contact your primary care provider before using this product if you currently experience any of these conditions as it may not be appropriate for you:

- ▶ 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



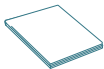
Left and right hearing aid,
Click Sleeve S attached.



Charger + USB cable



Cleaning brush



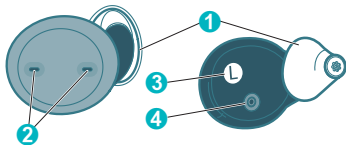
Cleaning cloth



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



① Click Sleeve

② Microphone openings

③ Side indicator

(R = right ear, L = left ear)

④ Charging contacts

You can use the following standard Click Sleeves:

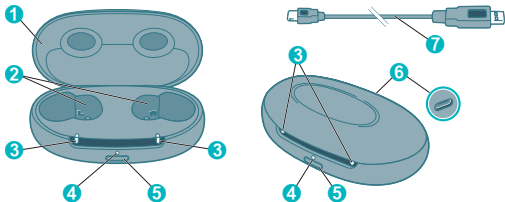


Click Sleeve closed (standard)



Click Sleeve vented (optional)

Get to know your charger



1 Lid

2 Charging cups

3 LEDs – hearing aids

4 LED – charger

5 Push button

6 USB power port

7 USB power cable

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-e10-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-e10-app

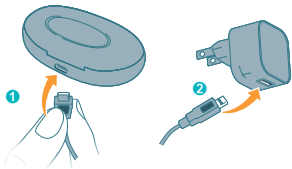
Follow the Sony | Hearing Control app for instructions.
The following sections are for your reference only.

Activate and charge before first use

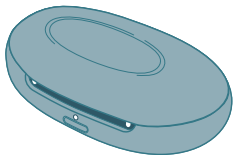
Charging

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. Your hearing aids are now activated. The lights change to constant green when the batteries are fully charged



Turning on and off

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

- ▶ **Turning on:** Take the hearing aids out of the charger.
- ▶ **Turning off:** Place the hearing aids in the charger.

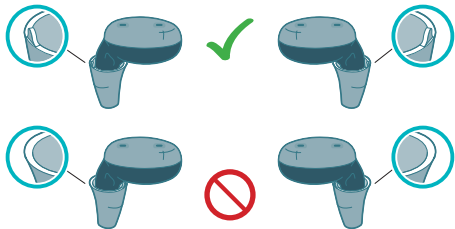
Inserting and removing the hearing aids

Inserting a hearing aid:

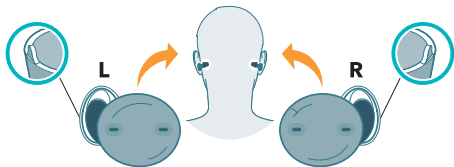
- ▶ Identify right and left hearing aid so that you insert it in the correct ear.
Letters R and L indicate the side:
R = right ear
L = left ear



- ▶ Make sure the Click Sleeve is positioned correctly. The shape should follow the shape of the hearing aid. Turn the Click Sleeve so the little tab is on the outside.



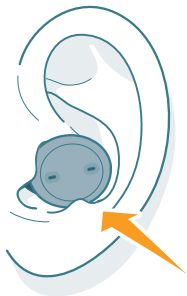
- ▶ Hold the hearing aid correctly before inserting it.



NOTICE

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

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



WATCH QUICK VIDEO TUTORIAL
sony.net/hearing-e10-insertion

i If you have problems inserting the hearing aid, use the other hand to gently pull your earlobe downwards. This opens the ear canal and eases insertion of the hearing aid.

Removing a hearing aid:

- ▶ Grip the hearing aid with two fingers and pull it out.



Clean and dry your hearing aids after usage. Read more in the Safety and maintenance information.

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.

Keep in mind that left and right ear sizes may differ.



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.

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

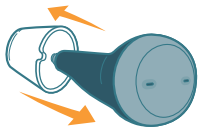
Choose a **larger size** if the hearing aid feels loose or makes whistling noise.

Removing Click Sleeve

Grab 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 little tab of the Click Sleeve is on the outside of the hearing aid. You will hear a click when it is fully installed.



*Shown for the left device

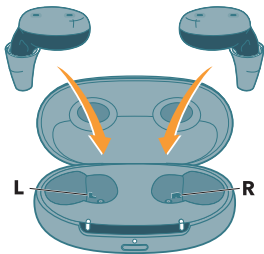
Charging

Charge devices while on the go

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

Charging hearing aids

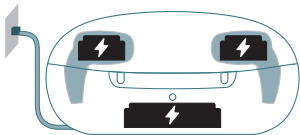
- ▶ Place the right hearing aid in the charging cup marked with an “R”, and the left hearing aid in the charging cup marked with an “L”.
- ▶ Close the charger’s lid.



- ▶ The hearing aids are automatically turned off and start charging. The charging status is shown for 7 seconds.
- ▶ LED indicators pulsing orange: hearing aids are charging.
If not: see the Troubleshooting section starting on page 38.

Charging via electrical outlet

- ▶ Connect the charger to the power adapter and plug it into an electrical outlet.
- ▶ Or place the charger on a wireless Qi-charger.
- ▶ The internal battery of the charger is charged.
- ▶ Put the hearing aids in the charger to also charge the hearing aids.





- ▶ The LEDs start pulsing orange to indicate that the hearing aids and the charger are being charged. If not: see troubleshooting section.
- ▶ When the charger is plugged into the wall, constant-on green LEDs indicate that charging is completed.
- ▶ For wireless Qi charging, the LEDs will turn off when charging is completed.

Check charging status

- The hearing aids are in the charger.
Disconnect the charger from the electrical outlet.
- Check the charging status of the hearing aids and the charger either
 - by opening the lid, or
 - by briefly pressing the button

If the status LED does not light up when you press the button, check the following:

- The charger is off. Press and hold the button for 5 seconds to turn on the charger.
- The charger's internal battery is too low to display the status. Connect the charger to an electrical outlet, wait several minutes and try again.

LED	Behavior of LED lights when using portable charging
	Solid green Internal battery has enough capacity to fully charge two hearing aids.
	Solid orange Internal battery does not have enough capacity to fully charge two hearing aids.

LED Behavior of LED lights when using portable charging



Blinking orange

Internal charger battery empty. Charging of hearing aids is not possible.

LED Hearing aid LED



Pulsing orange

Hearing aid is being charged.



Solid green

Hearing aid is fully charged.



LED is off

No hearing aid is in the charger, hearing aid is not placed correctly, or charger is off.

LED Hearing aid LED



Blinking twice orange

Cooling phase. Charging is resumed when the device has cooled down. Refer to section "Troubleshooting for hearing aids and charger".



Blinking red

Hearing aid error. Refer to section "Troubleshooting for hearing aids and charger".

Low power indication

An audible alert signal to indicate the hearing aid power cell is running low will be played. The signal will be repeated every 20 minutes. Depending on the usage of your hearing aids, you have approximately 1.5 hours to charge your hearing aids before they stop working.

Charging tips

You may have some questions on how to best charge your hearing aids. Read the questions and answers below. For further information, visit <https://www.sony.net/hearing-e10>.

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 approximately 4 hours (+/- 10 mins). After 30 minutes, it is possible to use your hearing aids for up to 6 hours. Charging times may vary due to the use of the hearing aids and the age of the power cell.

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.

Hearing aids which have not been charged for over 6 months may be damaged due to an unrecoverable deep-discharge of the power cell. Deep-discharged power cells cannot be charged anymore and have to be replaced.

Switch off the hearing aids for long term storage

- ▶ Put the hearing aids in the charger and close the lid.
- ▶ Disconnect the charger from the electrical outlet.
- ▶ Press and hold the button for 5 seconds to turn the charger and the hearing aids off.
- ▶ The LEDs light up green and fade out.

- ▶ To turn on the hearing aids and the charger again:
 - press the button for 5 seconds, or
 - connect the charger to an electrical outlet, or
 - put the charger on a wireless Qi-charger.
- ▶ Keep the hearing aids inside the charger.

Daily use

Adjusting the volume

Your hearing aids automatically adjust the volume to the listening situation.

- ▶ If you prefer manual volume adjustment, use the Sony | Hearing Control app.

An optional signal can indicate the volume change.

Audio streaming with iPhone

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

For more information about compatible iOS devices, pairing, audio streaming and other useful functions, consult the Sony CRE-E10 website or contact customer service.

Made for

 iPhone | iPad | iPod

“Made for iPhone”, “Made for iPad”, and “Made for iPod” mean that an electronic accessory has been designed to connect specifically to iPhone, iPad, or iPod, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPhone, iPad, or iPod may affect wireless performance.

Airplane mode for hearing aids

Airplane mode is when Bluetooth of your hearing aids is turned off. In areas where the use of Bluetooth technology is not allowed (e.g. on some airplanes), you can deactivate Bluetooth mode. This turns Bluetooth in your hearing aids off temporarily. The hearing aids still work without Bluetooth, however direct audio streaming will not be possible and other functions will not be available.

- ▶ To deactivate or activate the Bluetooth mode, use the Sony | Hearing Control app.

An alert tone indicates when Bluetooth mode is deactivated or activated.

Troubleshooting for hearing aids and charger

If the status LEDs do not light up when you insert the hearing aids, check the following:

- ▶ The hearing aids are not correctly placed. Push them slightly into their charging cups or close the charger's lid.
- ▶ The charger is turned off. Press and hold the button for 5 seconds to turn on the charger or connect the charger to an electrical outlet.
- ▶ The charger's internal battery is too low for mobile charging. Connect the charger to an electrical outlet.

LED

Hearing aid LED



Blinking red

An error in the hearing aid has occurred.

- Take the respective hearing aid out of the charger and disconnect the charger from the power supply.
 - Contact your customer service for support.
-



LED is off

No hearing aid is in the charger, hearing aid is not placed correctly, or charger is off.



Blinking twice orange

Cooling phase. Charging is resumed when the device has cooled down.

LED**Charger LED**



LED is off (wireless charging).
Charger is fully charged

**Blinking twice orange**

- Charger has reached the temperature limit and is now in a cooling phase. Charging is resumed after cooling down (about 15 minutes).
 - Do not touch the hearing aids while the LEDs are blinking twice orange. The hearing aids may be hot.
 - In case the charger enters cooling phase multiple times during charging, make sure to place the charger in an environment that complies with the recommended operating conditions.
-

LED

Charger LED



Blinking red

An error in the charger has occurred.

- Take the hearing aids out of the charger and disconnect the charger from the power supply.
- Reconnect the charger to the power supply and re-insert the hearing aids in the charging cups.

If the LEDs are still blinking red.

- Take the hearing aids out of the charger and disconnect the charger from the power supply.
 - Contact your customer service for support.
-

For an overview of the hearing aids' charging status, refer to the section "Charging".

No LED lights are on.

- Check if the power supply is connected correctly.
-

For more information on troubleshooting, visit sony.net/hearing-e10-support.

Technical information

Output	2cc coupler
OSPL 90 (Peak)	118 dB SPL
HFA-OSPL 90	110 dB SPL
Fitted OSPL 90	110 dB SPL
Frequency range and noise	
Frequency range	100 – 9500 Hz
Equivalent input noise	17 dB SPL
Total harmonic distortion 500 / 800 / 1600 / 3200 Hz	1% / 1% / 1% / 1%
Latency	14 ms

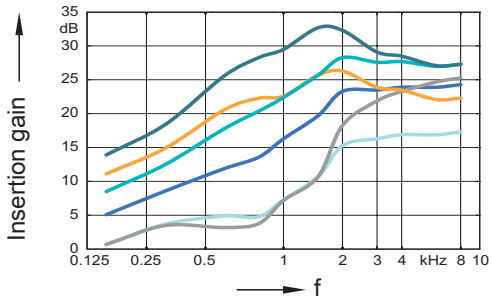
Battery

Battery runtime (without streaming)	up to 26 h
-------------------------------------	------------

Battery runtime (incl. 2 h streaming)	up to 23 h
---------------------------------------	------------

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



Preconfigured sound profiles

- profile 1
- profile 2
- profile 3
- profile 4
- profile 5
- profile 6

Country/region specific information

Certification information for hearing aids with wireless functionality:

Sony CRE-E10

- DBIF1
- FCC ID: 2AXDT-DBIF1
- IC: 26428-DBIF1

Conformance information for charger

This device complies with EN60601-1-2.

This device complies with Part 18 of the FCC Rules.

Operation is subject to the following conditions:

- This device may not cause harmful interference,
- this device must accept any interference received, including interference that may cause undesired operation, and
- the user shall keep a minimal distance of 20 cm (8 in) during the charging process.

Support

For more detailed information:

- Visit our website: sony.net/hearing-support
- Phone: 877-864-7669



Supported systems:

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

Manufactured for:
Sony Electronics Inc.
115 West Century Road
Suite 250
Paramus, NJ US 07652

Made for



iPhone | iPad | iPod

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