SOUNDWORLD solutions®

CS50+

USER GUIDE

Welcome to Sound World Solutions!

Thank you for your purchase. We're here to help with any questions. You can reach us at (855) 792-0117 or via email at customersupport@soundworldsolutions.com.

The CS50+ Series

Please read all instructions before wearing devices.

Ready to take a listen with your new CS50+ device?

It may take some time to get used to the amplification provided by your new device. You will hear many sounds with clarity that you are not used to hearing. Ambient and environmental sounds like shuffling papers, cutlery, and dishes may be distracting at first. Your brain needs to get used to these sounds. We suggest trying to use your new device regularly over the course of about two weeks as you will become accustomed to the new palate of brighter and clearer sounds.

Power Up!

We recommend fully charging your batteries prior to first use; this will take approximately 2 ½ hours. Plug the small end of the charging cable into the charger base. The large end can be plugged into a standard USB port, or attach the power supply for plugging into a standard AC outlet. Once the charger lights glow blue to indicate power is on, align the battery magnets to the charging points.

- A red light indicates the battery is charging.
- A green light indicates a full charge.

*Charge the batteries regularly.

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Congratulations on Your New CS50+!

Take a moment to familiarize yourself with the CS50+ System.

Your CS50+ Bluetooth Personal Sound Amplifier includes the following parts:

- CS50+ Earpiece with battery

- Extra battery included

- Three ear tip sizes (small, medium, large)

- Carrying case

- Battery charging kit (power adapter optional)

- Earpiece cleaning tool

Explore the Great New Features of Your CS50+ Device!

Battery terminal
has magnetic connectors for quick and easy battery installation.

Volume button
located on the face of the earpiece allows user to increase or decrease level in 3 dB increments.

Program button
located on the back edge of earpiece switches between three environmental settings.

Adjustable tube
provides comfortable fit regardless of ear size.

Nozzle
provides secure base for mounting ear tips.

Ear tip
fits in your ear like standard ear buds. The smallest ear tip comes pre-attached to the CS50+.

Directional microphone
for improved audio quality during phone calls.

Your CS50+ provides comfort and control for a superior listening experience.

Ready out of the box

Your CS50+ is ready to use right out of the box. You can adjust it for best physical fit, control the volume, and access different environmental profiles.

You can also choose between Preset 1, 2 or 3 for frequency responses suitable for different listening needs.

How-To Video Tutorials

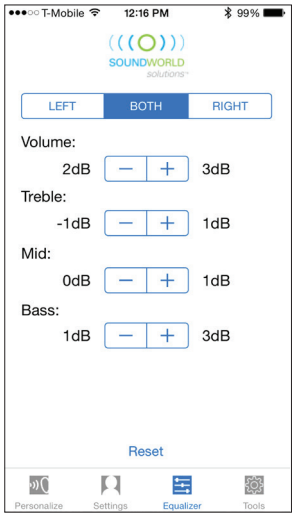
To get you started with your new CS50+, you can visit the How-To video page of our website at http://www.soundworldsolutions.com

There, you can access a variety of videos that illustrate the important features of your device, including: device controls, Bluetooth pairing, personalizing the settings using our CS Customizer App, cleaning, care, and more.

Customizer App

To get the most out of your CS50+, you will want to have access to a smartphone or computer to use our free Customizer App. You can use the app to self-measure your listening needs and preferences and personalize your CS50+. This only needs to be done once. You can also use the app to fine-tune your device on an as-needed basis.

To download the CS Customizer App for iPhone, visit the App Store. For Android, visit Google Play. Or you can visit our website to download onto your computer (www.soundworldsolutions.com).



Getting Started

Attaching the Battery

1. Align the contacts and magnets of a charged battery with the battery terminals and magnets on the earpiece.

2. Once the battery snaps into place, the unit is on. It is normal to have a slight delay of a few seconds as the unit powers up.

3. To turn the unit off, simply disconnect the battery.

4. Each battery provides up to 18 hours of battery life (less if using Bluetooth capability). The CS50+ provides an audio voice prompt of “Low Battery” when the battery needs to be changed or recharged.

Personal Ear Tip Fit

Fitting the CS50+

Slide the ear tip all the way onto the earpiece nozzle. The end of the sleeve should come into contact with the base of the nozzle.

Note: Do not wear the earpiece without an ear tip attached.

Your CS50+ comes packaged with the smallest ear tip placed on the device. To change ear tips, remove the small ear tip and select between the other two ear tips, medium or large.

Selecting proper ear tip size:

- Make sure the ear tip has a snug fit that is secure and comfortable.
- If the ear tip is too small, select a larger sized tip
- If the ear tip is too big, select a smaller sized ear tip
- If the smallest tip is still too big, invert the end and cut the tip.
- The stem of the ear tip can also be trimmed for a more comfortable fit by cutting across 1 of the guidelines on the stem.

Note: For more details about ear tips and proper fitting, visit the How-To Video section of our website at www.soundworldsolutions.com.

Getting Started

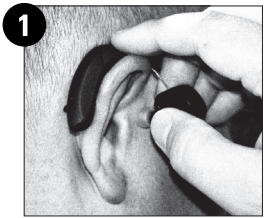
Placing the CS50+ on your ear

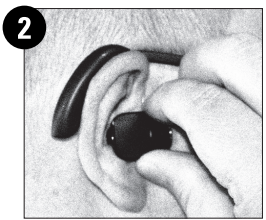
To adjust the tube length of the CS50+, be sure to carefully grip the tube close to the body of the device, then gently pull or push to make adjustments.

Note: Lower the Volume on the CS50+ to avoid feedback while adjusting the unit on the User's ear.

Getting Started

Wearing the CS50+





1. Place battery behind ear. Hang battery wire over ear.

2. If you wear glasses, put your glasses on after positioning the CS50+. Slide the arm of your glasses between your head and the device, positioning the battery between your glasses and your ear.

3. Insert ear tip straight into ear. Gently wiggle to ensure an ideal fit – snug in the ear canal, but not tight.

4. To remove the CS50+ firmly hold the body as shown in image 3. Gently remove ear tip from the ear. Then remove the battery portion from behind the ear. Do not grab the battery and pull the entire device.

Controls

To give you instant control, the CS50+ comes fully equipped with three separate listening modes appropriate for different listening environments. Right out of the box, you can choose from the following modes. You will hear the device tell you which mode has been selected:

1. Everyday (Factory Default)

2. Restaurant

3. Entertainment

Multi-Lingual Voice Prompts – The CS50+ offers voice prompts in four different languages. The device is set to English as the default. You can access the French, Spanish or Hindi options via the CS Customizer App. Or, for a non-voice alternative, choose the beep prompt option.

Powering on/off – Turn the device on by attaching the battery. Similarly, you can turn the device off by detaching the battery.

Adjusting Volume – Tap the side button to increase the volume (you will hear "Volume Up"). Press and hold the side button to decrease the volume (you will hear "Volume Down").

Controls

Environment Modes

Environment Mode – To change the Environment Mode, tap the program button (the program button is located on the back edge of the device).

Everyday Setting – This setting is the baseline setting and is the most often used mode for normal, relatively quiet situations.

Restaurant Setting – You will hear a voice prompt to confirm that you have chosen Restaurant Mode. Restaurant Setting emphasizes the directional microphone to focus on sounds coming from in front of you and provide more rejection of unwanted sounds in noisy environments.

Entertainment Setting – You will hear a voice prompt to confirm that you have chosen Entertainment Mode. This setting provides increased low frequency response for a more natural sound at musical or theatrical events.

Controls

Answering Phone Calls

1. To answer a telephone call, press the CS50+ volume button. On some phones, you may need to select the CS50+ when answering a call.
2. During phone calls, the volume button can be used to control the volume of the call. Press to increase volume, push and hold to decrease volume.
3. To hang up, press the CS50+ program button or end the call with the phone's controls.
4. Do not push the program button during a call. The call could be terminated.

Note: For best results, place phone on same side of body as CS50+.

Personalization

For optimum performance, we encourage you to set the frequency response of your CS50+ to your listening needs. The best way to do so is through the use of our CS Customizer App. If you do not have access to a smartphone or computer you can do so via the Presets on the CS50+.

Personalization

Customizer App

1) Download app, pair your CS50+(s) with smartphone or computer
2) Choose 'Personalize' tab within the app
3) Choose 'Determining Your Preference'
4) Follow instructions to go through a brief, automated program to tailor the performance of your CS50+ to your specific needs/preferences.

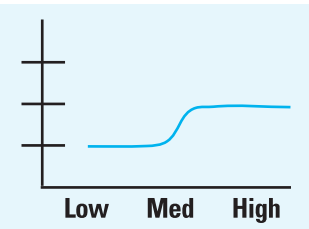
Presets

The CS50+ comes with 3 Presets. The default setting is Preset 1. The device will tell you which Preset has been selected – "Preset 1", "Preset 2", "Preset 3".

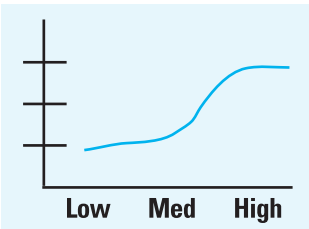
Preset 1 – Default – Boost the high frequency
Preset 2 – More boost in the high & mid frequencies
Preset 3 – More boost in the mid and low frequencies

Personalization

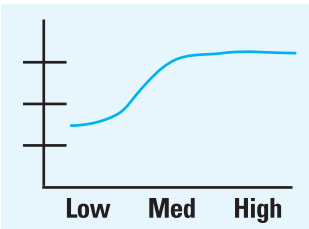
To toggle between Preset 1, 2 and 3 tap the side and back buttons simultaneously.
As you change the presets, a voice prompt will indicate which preset has been chosen.



Preset 1



Preset 2



Preset 3

Advanced Settings

Pairing your CS50+ with your mobile phone or computer allows you to use an array of advanced features.

Use the CS50+ as a Bluetooth Headset with a Smartphone – In your smartphone settings, turn Bluetooth on to discover devices. Then power on the CS50+ so that it can be discovered. Select the CS50+ to pair it with your phone. Pairing must occur within the first 2 minutes of attaching the battery to your CS50+. Once paired, your device can be used as a wireless Bluetooth headset for taking phone calls, or streaming music and audio.

Personalize the CS50+ with our FREE App and a Smartphone or Computer – To personalize the CS50+ you can download the CS Customizer App onto your smartphone or computer. The app allows you to personalize the device by conducting a hearing screening, and accessing the equalizer to adjust volume, treble, mid and bass frequencies.

For iPhone, visit the App Store. For Android visit Google Play. Or you can visit soundworldsolutions.com to download onto your computer. For more information about advanced Bluetooth pairing features, visit the How-To video page of our website at http://www.soundworldsolutions.com.

Advanced Settings

Audio streaming

The CS50+ is ready for audio streaming from your smart¬phone or computer. The A2DP mode can be disabled either by using the CS Customizer application or by the media audio menus on your device. The CS50+ switches automatically between the personal amplification to either audio streaming once the media player in your phone or computer starts steaming audio, or to telephone to allow you to answer an incoming call. Once the call is over or the media player is turned off, the CS50+ switches back to personal amplification. We recommend that you disable the dial pad touch-tones and sounds on your phone or computer for less interference with personal amplification.

For more information about advanced features, visit the How-To video page of our website at http://www.soundworldsolutions.com to learn about device controls, Bluetooth pairing, personalizing the settings using our CS Customizer App, cleaning, care and more.

Care & Cleaning

Do your best to keep your hearing instrument clean at all times. Heat, moisture and foreign substances can result in poor performance.

Cleaning the CS50+

NOTE: Never use water, solvents, cleaning fluids or oil to clean your instrument. A cleaning tool is included with your CS50+. It is recommended that you use the wire loop at the end of this tool to remove any wax buildup from the ear tip and nozzle at least once per week. Use a soft cloth to regularly wipe away debris from your device.

Cleaning the Ear Tips

For best comfort and care, occasional cleaning of the ear tip is necessary. Remove the tip from the nozzle. Then gently wash the ear tip using a solution of warm water and a small amount of mild soap. Allow tip to thoroughly dry before reattaching to the CS50+.

Troubleshooting

Feedback (whistling noise) is heard

- The gain is set too high. Decrease volume. If using the Customizer app, decrease high/mid frequencies.
- Ear tip size is too small or fit is too loose. A deeper, snug fit is preferable.
- Ensure ear is clear of wax

No sound coming from CS50+

- Be certain battery is attached properly
- Confirm the battery is charged
- Remove any wax that may be blocking the ear tip or nozzle

Sound is muffled or garbled

- Check that the ear tip is mounted to nozzle correctly
- Remove any wax that may be blocking the ear tip or nozzle
- Try a different preset or environmental setting
- If using as Bluetooth headset, be certain you are within 10 feet of the device

Troubleshooting

Battery is not charging

- Be certain the charger kit is completely assembled
- Be certain the charger is connected to a power source (blue indicator lights)
- Be certain battery is properly mounted to charging station (red indicator lights)

CS50+ is not pairing with my phone

- Be certain Bluetooth is turned on in the phone
- Pair the device within the 3 minutes of powering up the CS50+
- Ensure that CS50+ is selected as active device on the phone
- Use CS50+ within 10 feet of phone
- Turn both the smartphone and the CS50+ off and then back on, and try pairing again

Important Safety Information

WARNING: *To reduce the risk of electric shock, do not remove cover. No user serviceable parts inside. Refer servicing to qualified personnel.*

WARNING: *To reduce the risk of fire or electric shock, do not expose this product to rain or moisture. The CS50+ should not be exposed to dripping or splashing. No objects filled with liquids should be placed on or near the CS50+.*

- Read and follow all instructions
- Do not expose the product to water or moisture.
- Clean only with dry cloth.
- Use in accordance with manufacturer's instructions.
- Do not leave product near any heat sources such as radiators, heat registers, stoves, or other heat-producing sources.
- Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- Unplug the charger during lightning storms or when unused for long periods of time.
- Refer all servicing to qualified service personnel. Servicing is required when the product has been damaged in anyway, such as power- supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

General Warnings

USE ON AIRCRAFTS: *The wireless capabilities featured in your hearing instruments should not be used on an aircraft unless specifically permitted by the flight personnel. Your Smartphone should be put into Airplane Mode or turned off.*

CONSULT A PHYSICIAN: *If you have or think you may have any one of the following symptoms, do not use this product until you have consulted a physician:*

- History of excessive wax build-up
- Pain or discomfort in the ear
- Fluid or drainage from the ear within the past 90 days
- Ear canal blockage, a lasting ear infection, or a plugged up fullness feeling
- Visible deformity of the ear
- Sudden, rapid progressing, or fluctuating hearing loss within the past 90 days
- Chronic difficulty hearing
- Ringing in only one ear
- Hearing loss only in one ear that worsened in the past 90 days
- Spells of acute or chronic dizziness
- Pacemakers and defibrillators can be sensitive to magnetic fields. Do not place CS50+ device in a shirt pocket or near your pacemaker or defibrillator.
- Keep all parts of the CS50+ device and charging cables away from children under the age of 3. These components contain small parts that may present a choking hazard.

Service & Warranty

Warranty information is as follows: For CS50+ Personal Sound Amplifier – a limited warranty is in effect for 90-days from the purchase date by the end-user.

Sound World Solutions' liability shall be limited to the cost of the affected part or parts. All shipping, taxes and other costs are the Customer's sole responsibility.

This warranty is made only to the Customer and is non-transferable. To make a warranty claim, the Customer must provide Sound World Solutions with proof of purchase, and then receive a Return Merchandise Authorization (RMA) number and ship the Product to Sound World Solutions. After receipt, Sound World Solutions will inspect the Product at its facility for the claimed defects and, if found to be defective when purchased, Sound World Solutions will repair or replace the Product or refund the purchase price within 30 days. Replacement parts or products are warranted only for the original warranty period. Sound World Solutions will not make any refunds or exchanges without prior authorization.

Limitation of Liability

Under no circumstances will Sound World Solutions have any liability or obligation whatsoever for consequential, indirect, incidental, special or punitive damages, including damages for loss of profit, damage to property or personal injury (including loss of consortium), whether based on contract, tort (including negligence and strict liability) or otherwise. Sound World Solutions' only obligation and Customer's exclusive remedy shall be limited to repair or replacement of the defective Product subject to the terms of this limited warranty.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM JURISDICTION TO JURISDICTION. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU.

Dispute Resolution: SOUND WORLD SOLUTIONS AND CUSTOMER HERETO HEREBY ABSOLUTELY, IRREVOCABLY AND UNCONDITIONALLY WAIVE, TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, ALL RIGHT TO TRIAL BY JURY OF ANY CLAIM OR CAUSE OF ACTION BASED UPON OR ARISING OUT OF OR RELATING TO THIS LIMITED WARRANTY IN ANY ACTION, PROCEEDING OR OTHER LITIGATION OF ANY TYPE BROUGHT BY SOUND WORLD SOLUTIONS OR CUSTOMER AGAINST EACH OTHER WHETHER WITH RESPECT TO CONTRACT CLAIMS, TORT CLAIMS, OR OTHERWISE.

FCC Information

Regulatory Notices

FCC ID: YW6CS50 IC: 10330A-CS50

FCC Notice: This device complies with part 15 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

IC Notice: *This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.*

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

FCC Notice: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: Waste from electronic equipment must be handled according to local regulations.

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