SOUNDWORLD solutions®

HD100 SERIES

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 HD100 Series

Please read all instructions before wearing devices.

Ready to take a listen with your new HD100 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!

Fully charge the device prior to first use and then charge the device regularly. Plug the USB end of the connector into the power adapter or straight into a computer and the micro USB end into the HD100 connector plug.

- A red light indicates the HD100 is charging
- A green light indicates a full charge

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Congratulations on Your New HD100!

Take a moment to familiarize yourself with the HD100 System.

Package Inclutests:

Medium/Large Ear Tips

Cleaning Tool

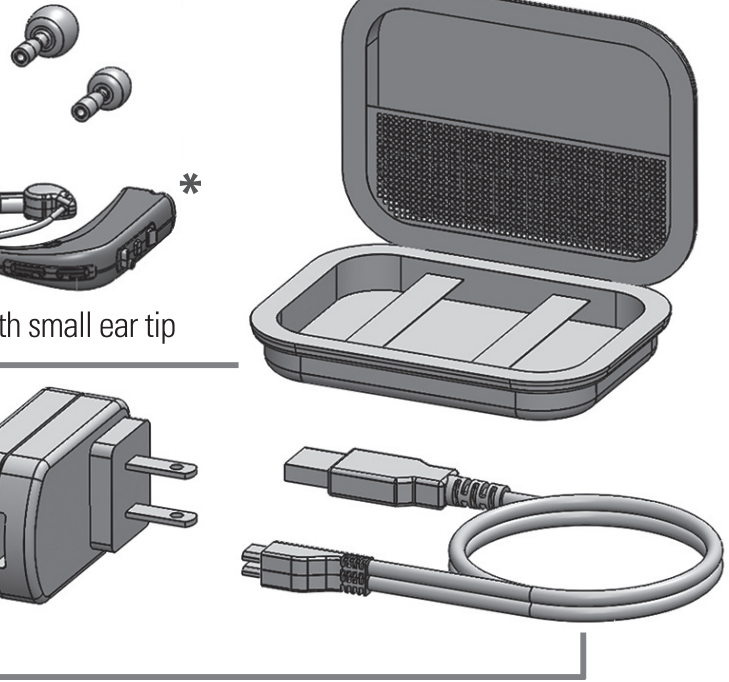
HD100 *

with small ear tip

HD100 Carry Case

Power Adapter
Single USB 2.0

USB 2.0 to Double
Micro USB B Connector



*For binaural (dual ear) version, two HD100s will be included.

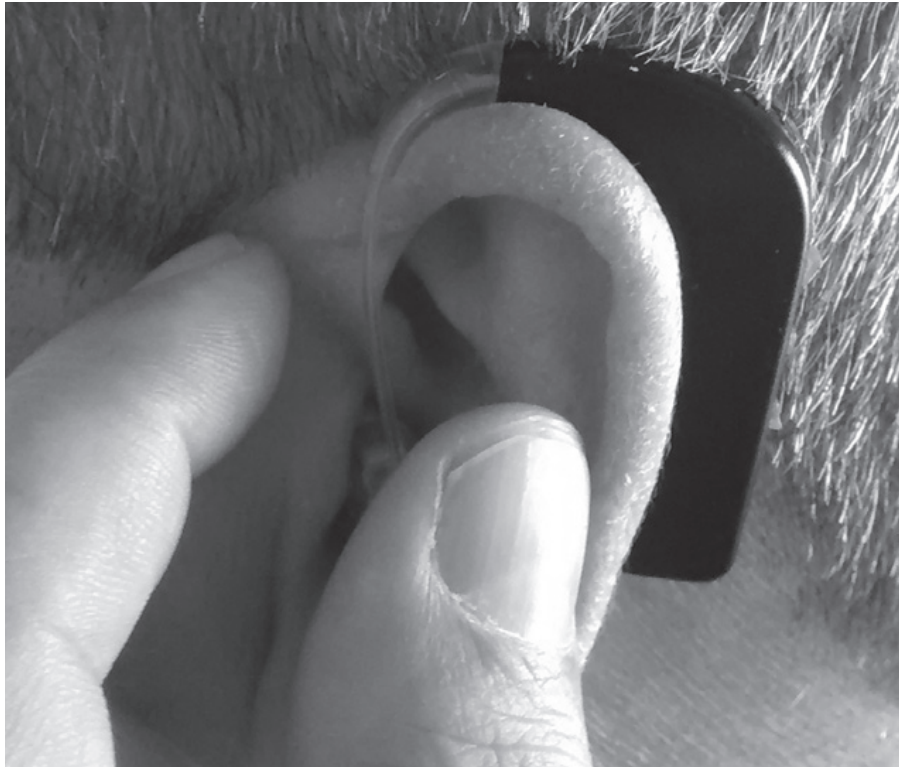
Explore the Great New Features of Your HD100 Device!

Buttons & Features:

Your HD100 model provides comfort and control for a superior listening experience.

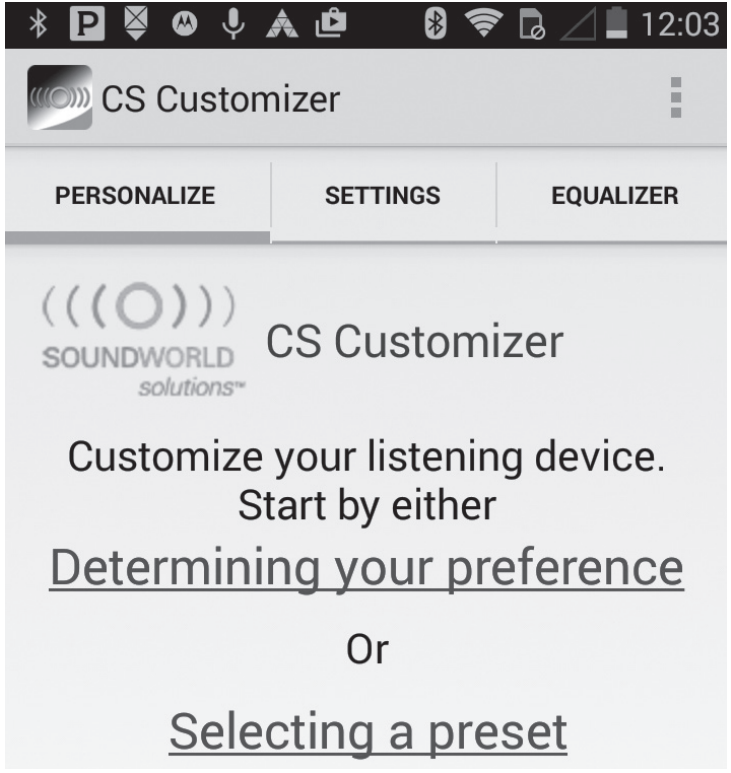
Ready out of the box

Your HD100 comes pre-programmed and ready to use. You can adjust it for best physical fit, control the volume, and access different environmental profiles (see p. 13 for more info). You can also choose among three different presets with frequency responses suitable for different listening needs. (see p. 14 for more info).



Customizer App

To get the most out of your HD100, you will want to have access to a smartphone or computer to use our free Customizer App (see p. 14 for more info). You can use the app to self-measure your listening needs and preferences and personalize your HD100 for those preferences. This only needs to be done once. You can also use the app to fine-tune your device on an as-needed basis. 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

Fitting the HD100

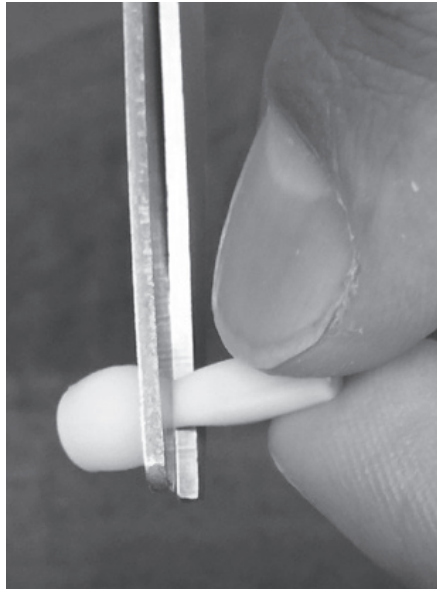
Select which ear side to fit:

- *If you need mild amplification select the worse ear or go with your preference.*
- *If high amplification is needed for both sides then select the better ear.*

Your HD100 model 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 (see image).



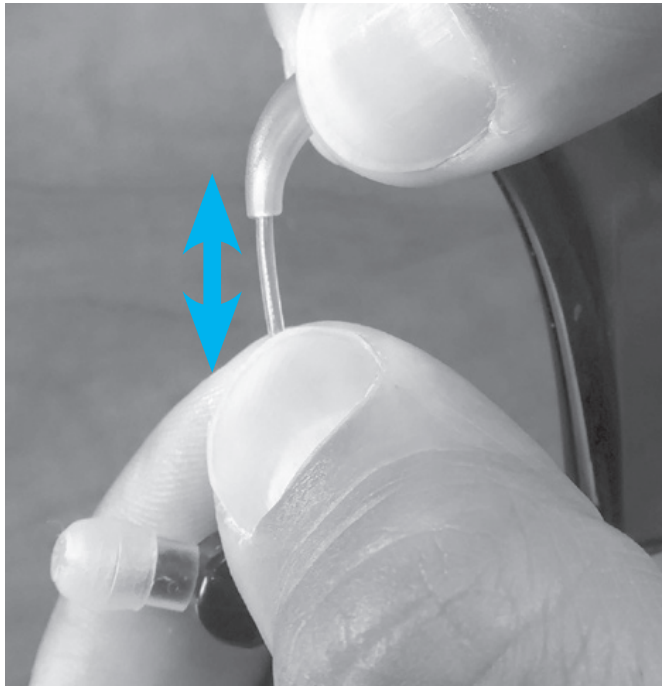
Wearing the HD100

When placing the HD100 device in your ear, be sure to place the body of the device (the section with the buttons) behind your ear – not above the ear. Then insert the Receiver with the ear tip in your canal.

If the length of the tube is too short or long, you can adjust the length by inserting in or pulling out the tube.

To adjust the tube length between the In-the-Ear and Behind-the-Ear sections of the HD100, be sure to grab the tube closer to the hook when making adjustments.

Note: Lower the Volume on the HD100 to avoid Feedback while adjusting the unit on the User's ear (see p. 13).



How to put the HD100 on

Good positioning often requires that you direct the receiver and the ear tip forward and up into the ear canal while inserting.

How to remove the HD100 from the ear

Grab the adjustable length tube as shown in the image at right, gently remove the receiver from your ear, then remove the body of the unit from behind your ear. Do not grab the portion from behind your ear and pull the entire device.

Proper positioning of the HD100

If you wear glasses, it will be best to put your glasses on after positioning the HD100. Take special care to slide the arm of your glasses between the side of your head and the device.

Controls

To give you instant control, the HD100 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*

Powering on/off – Press and hold the On/Off Button to turn the HD100 on (green LED will light). Press and hold the On/Off Button for at least 3 seconds to turn the HD100 off (red LED will light).

Adjusting Volume – Tap the Volume Increase Button (top button) to increase the volume (you will hear "Volume Up"). Tap the Volume Decrease Button (bottom button) to decrease the volume (you will hear "Volume Down").

Environment Mode – To change the Environment Mode, tap the Environment Button (the middle button on the back of the device).

Battery Life – The HD100 has a built-in rechargeable battery that will provide at least 18 hours of life when used in amplification mode. When used as a phone headset or for streaming audio, battery life will be less. You will hear an audio prompt of "Low Battery" when the battery needs to be recharged.

Personalization

For optimum performance, we encourage you to set the frequency response of your HD100 to your listening needs. The best way to do so is through the use of our Customizer App. If you do not have access to a smartphone or computer you can do so via the Presets on the HD100.

1) Download app, pair your HD100(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 HD100 to your specific needs/preferences.

The HD100 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".

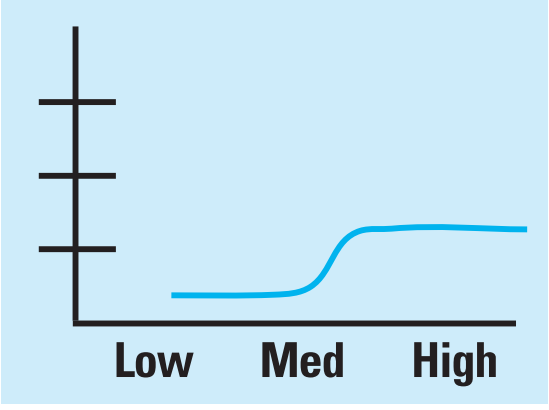
Preset 1 – ***Default*** – Boost the high frequency

Preset 2 – More boost in the high & mid frequencies

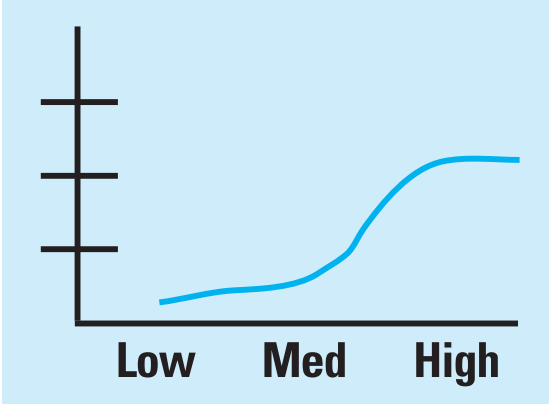
Preset 3 – More boost in the mid and low frequencies

Personalization

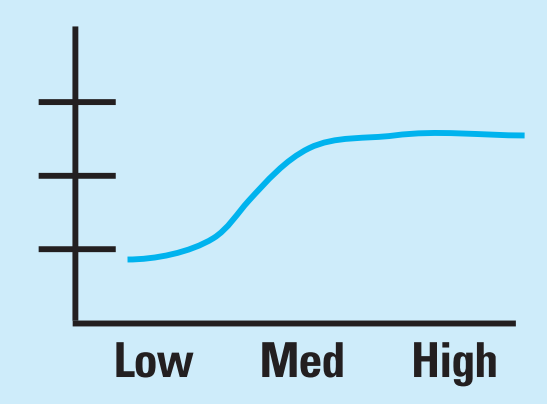
To choose between the three presets, tap both volume buttons simultaneously to cycle between the presets, adjusting the volume level within each preset to help you find the most clear and comfortable listening level. As you change the presets, an orange light will blink one, two, or three times to indicate the preset.



Preset 1



Preset 2



Preset 3

Advanced Settings

Bluetooth Pairing of the HD100

Visit our website to download the Customizer App

In your smartphone or computer, turn Bluetooth on to discover devices. Then power on the HD100 so that it is discoverable. Once discovered, select the HD100 to pair it with your device. Pairing with your device allows you to use the HD100 as a wireless Bluetooth headset. Once paired to your phone, you will hear "Connected". When you are too far from your phone or turn Bluetooth off, you will hear "Connection Lost". If you have two HD100s, repeat the process.

To personalize the HD100 you must download the CS Customizer App onto your smartphone or computer. For iPhone, visit the App Store. For Android visit Google Play. Or you can visit our website to download onto your computer.

Note: Once you personalize the HD100, the only way to access the Presets is through the CS Customizer App.

http://www.soundworldsolutions.com/products/customizer-app.html

Care & Cleaning

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 HD100

NOTE: Never use water, solvents, cleaning fluids or oil to clean your instrument. A cleaning tool is included with your HD100. 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 long term care, occasional cleaning of the ear tip is recommended using an alcohol pad or slightly damp cloth.

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 HD100

- Be certain the device is turned on
- 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 charging cable is plugged in correctly
- Be certain the charging cable is connected to a power source

HD100 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 HD100 (while green light blinks)
- Ensure that HD100 is selected as active device on the phone
- Use HD100 within 10 feet of phone
- Turn both the smartphone and the HD100 off and then back on, and try pairing again

Device non-responsive, or exhibits unusual audio/static

- In certain cases, a reset may be required. Plug charging cable in and wait for red LED light to flash on. Then unplug the cable.

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 HD100 should not be exposed to dripping or splashing. No objects filled with liquids should be placed on or near the HD100.*

- Read these instructions.
- Keep these instructions.
- Heed all warnings.
- Follow all instructions.
- Do not use this apparatus near water.
- Clean only with dry cloth.
- Do not block any ventilation openings. Install in accordance with manufacturer's instructions.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- 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 this apparatus during lightning storms or when unused for long periods of time.
- Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, 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 HD100 device in a shirt pocket or near your pacemaker or defibrillator.
- Keep all parts of the HD100 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

Limited Warranty: Sound World Solutions will repair or, at Sound World Solutions' option, replace any HD100 Series device (the "Product") if in Sound World Solutions' opinion it is defective in materials and/or workmanship.

Warranty information is as follows: For the HD100-HA Hearing Aid – This limited warranty is in effect for one year from the purchase date by the end-user (the "Customer"). For the HD100-PSA Personal Sound Amplifier – This 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 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.

Service & Warranty

Exclusions: This limited warranty: Covers only the Product and its battery pack, and does not cover any other accessories, goods or services; is effective only if the Recommended Usage Instructions are followed and the Product is used properly and only for its intended purpose; does not cover damage that Sound World Solutions determines to have been caused by normal wear and tear, or by misuse or use of the Product for other than its intended purpose; does not cover any non-conformity, damage or defect attributable to modification or repair of Products not authorized by Sound World Solutions and does not cover damage caused by accident, acts of God or event of force majeure, negligent or intentional misuse, alteration or damage, or to any Products that have not been properly handled, stored or used after delivery to the Customer.

Exclusive Warranty: This Limited Warranty is Sound World Solutions' exclusive warranty regarding the Product. This Warranty may not be modified, altered or amended and Sound World Solutions does not authorize and will not be bound by any other warranties or representations regarding the Product by its representatives, employees, agents or others.

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. SOUND WORLD SOLUTIONS DOES NOT MAKE ANY EXPRESS OR IMPLIED WARRANTY REGARDING THE PRODUCT, AND EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE.

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.

Important Notice For Prospective Hearing Aid Users

Good health practice requires that a person with a hearing loss have a medical evaluation by a licensed physician (preferably a physician who specializes in diseases of the ear) before purchasing a hearing aid. Licensed physicians who specialize in diseases of the ear are often referred to as otolaryngologists, otologists or otorhynolaryngologists. The purpose of the medical evaluation is to assure that all medically treatable conditions which may affect hearing are identified and treated before the hearing aid is purchased.

Following the medical evaluation, the physician will give you a written statement affirming that your hearing loss has been medically evaluated and that you may be considered a candidate for a hearing aid. The physician will refer you to an audiologist or hearing aid dispenser, as appropriate, for a hearing aid evaluation.

The audiologist or hearing aid dispenser will conduct a hearing aid evaluation to assess your ability to hear with and without a hearing aid. The hearing aid evaluation will enable the audiologist or dispenser to select and fit a hearing aid to your individual needs.

If you have reservations about your ability to adapt to amplification, you should inquire about the availability of a trial-rental or purchase-option program. Many hearing aid dispensers now offer programs that permit you to wear a hearing aid for a period of time for a nominal fee after which you may decide if you want to purchase the hearing aid.

Important Notice For Prospective Hearing Aid Users

Federal law restricts the sale of hearing aids to those individuals who have obtained a medical evaluation from a licensed physician. Federal law permits a fully informed adult to sign a waiver statement declining the medical evaluation for religious or personal beliefs that preclude consultation with a physician. The exercise of such a waiver is not in your best health interest and its use is strongly discouraged. A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lip reading. In most cases, infrequent use of a hearing aid does not permit a user to attain full benefit from it.

Children With Hearing Loss

In addition to seeing a physician for a medical evaluation, a child with a hearing loss should be directed to an audiologist for evaluation and rehabilitation since hearing loss may cause problems in language development and the educational and social growth of a child. An audiologist is qualified by training and experience to assist in the evaluation and rehabilitation of a child with a hearing loss.

WARNING - Medical evaluation for people younger than 18: The use if a hearing aid in people younger than 18 years old without a medical evaluation may worsen impairment or disability. A prospective hearing aid user who is younger than 18 should have a recent medical evaluation form a doctor, preferably an ear-nose-throat doctor (ENT). Prior to purchase, a doctor should determine that the person is a candidate for the use of a hearing aid.

FCC Information

Regulatory Notices

FCC ID: YW6HD100
IC ID: 10330A-HD100

FCC Notice

This device complies with part 15 of the FCC rules and with RSS-210. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications 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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