SOUNDWORLD solutions®

HD75R 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 HD75R Series

Ready to hear better with your new HD75R 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 need to adapt to the brighter and clearer sounds the HD75R will provide.

HD75 app

Although your HD75R comes ready to use out of the box, you have the option of downloading the free HD75 app onto your smartphone for optimal customization (see page 14).

Please read all instructions before wearing devices.

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Congratulations on Your New HD75R!

Take a moment to familiarize yourself with your HD75R.

Package Includes:

Ear Tips (5 sizes)

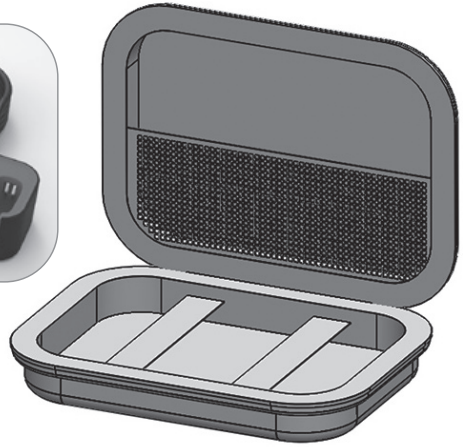
Cleaning Tool

HD75R*

with medium ear tip

Charging Station

HD75R Carry Case



*If you bought a pair of the HD75Rs see page 6.

HD75R Buttons & Features

Buttons & Features:

Your HD75R provides comfort and control for a superior listening experience.

Bought a pair?

If you bought a single HD75R you can wear it on either ear. If you bought a pair, look at the serial number on the case. One of your HD75Rs will have a bar under the serial number (the other HD75R will not have it) to differentiate between the two.

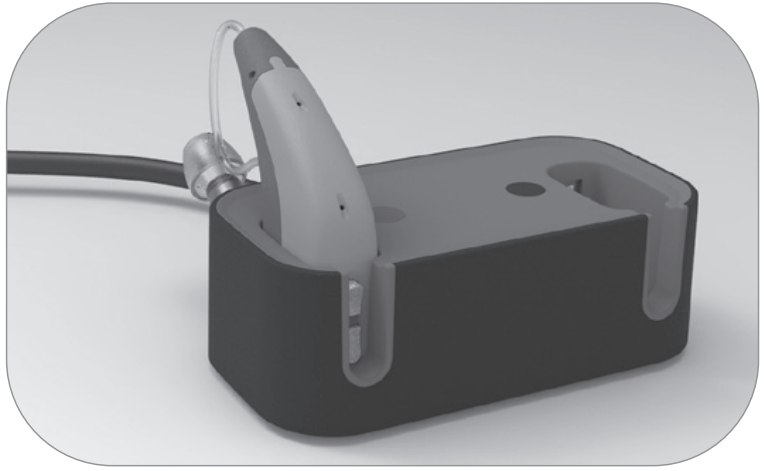
Charging your HD75R

Your HD75R comes pre-programmed and ready to use right out of the box.

We recommend you charge your device before use. This could take up to 4 hours.

While charging, the lights on the device will be red. You'll know it's fully charged when the lights turn off. If light blinks, this indicates problems charging. Disconnect and connect again.

You cannot harm your device by leaving it on the charger once charged.



Recharge by inserting device so that the contacts on your HD75R align with those of the charging station. Device will be on and ready to use when removed from charging station.

Ear & Ear Tip Selection

Which Ear to Fit?

If you only have one HD75R, select which ear 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.*

Which Ear Tip to Select?

Your HD75R comes packaged with the medium ear tip placed on the device. You can replace the medium ear tip with a smaller or larger one.

Selecting proper ear tip size:

- Make sure the ear tip has a snug fit that is secure and comfortable
- If you experience feedback/whistling then try a larger ear tip for a better seal
- If your own voice is echoing or is boomy try a smaller ear tip

Note: Selecting the proper size ear tip is a trade off between comfort and feedback/whistling.

Proper Placement/Insertion

Wearing the HD75R

When placing the HD75R in your ear, be sure to place the body of the device (the section with the buttons) behind your ear – not above the ear. Insert the Receiver with the ear tip as deep as you can while maintaining comfort (see image to the right).

**Once inserted, turn on device by pressing both buttons on the device simultaneously for 5 seconds.*

Removing the HD75R

How to remove the HD75R

To remove the HD75R, simply grab the flexible tube by the ear canal and gently pull back and out to remove it from your ear.

Do not forget to turn off your device by pushing both volume buttons for 5 seconds.

Button Function

The HD75R has two buttons that control different functions (Power, Volume, Presets, and Environment Modes). When you make a change, you will hear a voice prompt that lets you know what change you made.

Power On/Off - To power the device on or off, simply press both buttons at the same time for 5 seconds.

Volume – To increase volume, **press and release** the Volume Up button. To decrease volume, **press and release** the Volume Down button. When you have reached upper or lower limits of volume, you will no longer hear a voice prompt. Instead, you will hear beeps, which mean you have reached the limits.

Presets – The HD75R comes with 3 Presets. Toggle through the Presets by **pressing and holding the Volume Down button** for at least 2 seconds. Once you find the Preset that you are comfortable with, you can change the volume, if needed, as an adjustment. See page 13 for further details.

Environment Modes – The HD75R comes with 3 Environment Modes (Everyday, Restaurant, & Entertainment). You can toggle through the Environment Modes by **pressing and holding the Volume Up button** for at least 2 seconds. See page 16 for further details.

Customizing the HD75

You can customize your HD75R in one of two ways: selecting a preset (see p. 13) or downloading the HD75 app to your Smartphone and adjusting via the app (see p. 14).

Customize

Presets (page 13)

The HD75R 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

HD75 app (page 14)

1) Download the app onto your smartphone
2) Open the app and follow instructions
3) Choose "Run Hearing Screening"
4) After the hearing screening, your HD75R will be in Personal Profile instead of a Preset

Presets

You do not need a smartphone to customize your HD75R. Choosing the appropriate preset is often enough to provide a good listening experience.

A Preset is a pre-programmed frequency response to provide certain amounts of amplification at different frequencies. Your task is to select the Preset that provides you with comfortable hearing, at which point you can adjust Volume and/or Environment Modes to help you find the most clear and comfortable listening level. Remember, to toggle through Presets, press and hold the Volume Down button for at least 2 seconds.

Preset 1 – Provides mild amplification in the high frequencies for more clarity.

Preset 2 – Provides some mid frequency and even more high frequency amplification than Preset 1. Use Preset 2 if Preset 1 still does not provide enough clarity.

Preset 3 – Provides some low and even more mid frequency amplification than Preset 2. Use Preset 3 if you need clarity as well as volume.

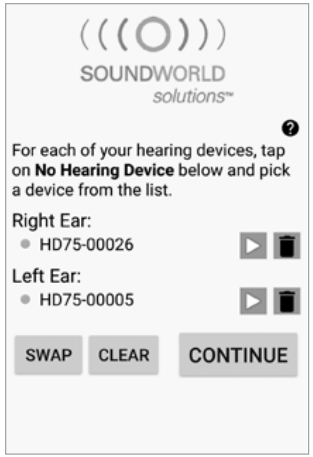
HD75 app

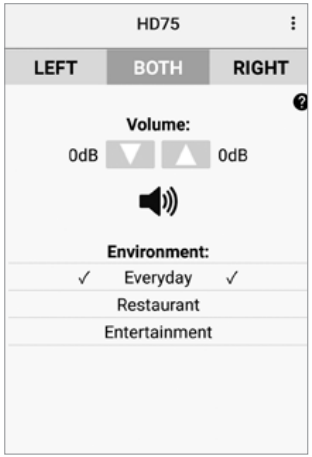
If you choose to further customize, download the HD75 app onto your smartphone. For iPhone, visit the App Store. For Android, visit Google Play.

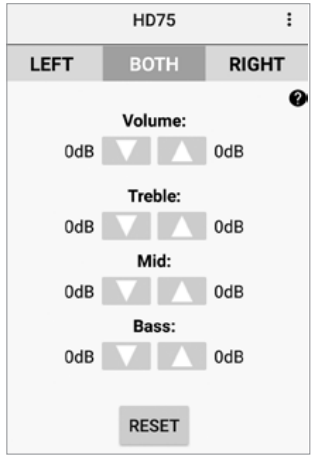
The app should recognize your HD75R without having to pair/connect to your phone's Bluetooth, as long as your phone's Bluetooth is on when powering on your HD75R.

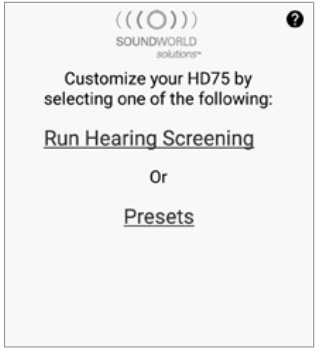
Select your HD75R on the initial screen, then follow instructions. ***Please read the User Guide within the app for more instructions.***

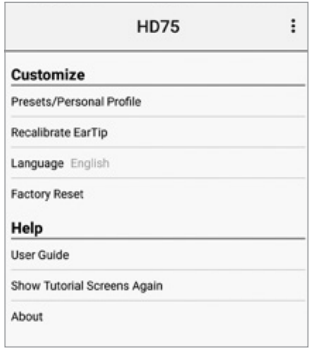
Note: Once you customize the HD75R, the only way to access the Presets is through the HD75 app.











Equalizer (App only)

The Equalizer, available only in the HD75 app, allows you to make adjustments to either a Preset or Personal Profile (your customized profile using the Hearing Screening). You can adjust overall Volume, Treble, Mid, and Bass.

Equalizer

Volume – Use this to adjust overall volume, all frequencies will be adjusted simultaneously.

Treble – Use this to adjust the higher frequencies (>2300 Hz) for more clarity. If sounds are tinny or you get a slight whistle, decrease Treble in small increments

Mid – Adjust the Mid frequencies to get rid of electronic sounding voices.

Bass – This provides low frequency amplification (150-1000 Hz). Lower the Bass if sounds are too loud or boomy. Also, if your voice is too loud or echoing then lower the Bass. If you need a bit more loudness from the device, raise the Bass in small increments.

Environment Modes

Environment Modes allow you to customize based on your listening needs in a specific environment. Toggle through modes by pressing and holding the Volume Up button. Environment Modes may be selected on the device (or through the HD75 app) anytime, no matter what Preset you have chosen or if you have downloaded the HD75 app and run the Hearing Screening.

Everyday – This is the default mode out of the box. Use this throughout the day for normal use in environments that are quiet, or somewhat quiet.

Restaurant – If you are in an environment with background noise, selecting Restaurant does two things: first, it activates a 2nd microphone for directionality, and second, it automatically decreases some low and mid frequency amplification. The two steps allow for better hearing in noisy situations, focusing on capturing the clarity of speech.

Entertainment – When you want to listen to music or the television, select Entertainment. This will boost the low and mid frequencies a bit, while maintaining high frequency amplification.

Advanced Audio Features

Answering Phone Calls

Phone calls can connect to your hearing aid through any ASHA* Android-compatible device.
You will continue to control volume and other phone functions, like ending a call, from your phone.
Note that the microphone for your phone is still used, so you must keep the phone close to your mouth if you are using the HD75R.

*For a list of ASHA-compatible devices, please see **https://www.soundworldsolutions.com/product/hd75r/**

Audio Streaming

Audio streaming only works on ASHA Android compatible devices. Please refer to the Audio Streaming Insert that came in your product box.

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 HD75R

NOTE: Never use water, solvents, cleaning fluids or oil to clean your instrument. A cleaning tool is included with your HD75R. 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 cleaning brush or soft cloth to clean debris from around the buttons, microphone and charging contacts; inspect the receiver and ear tip regularly.

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

- Try a different preset
- 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 HD75R

- Make sure your battery is charged.
- Remove any wax that may be blocking the ear tip or nozzle

Sound is muffled or garbled, or no sound

- Check that the ear tip is mounted to nozzle correctly
- Remove any wax that may be blocking the ear tip
- Try a different Preset or Environment setting

Echo of your own voice/sounds too loud

- Change ear tip size to one size smaller
- Insert ear tip further into ear canal
- Decrease Bass in small increments

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 HD75R should not be exposed to dripping or splashing. No objects filled with liquids should be placed on or near the HD75R.*

- 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 place near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat
- Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as 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 HD75 device in a shirt pocket or near your pacemaker or defibrillator
- Keep all parts of the HD75 device and batteries 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 HD75R 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 HD75R-HA Hearing Aid – This limited warranty is in effect for one year from the purchase date by the end-user (the "Customer").

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 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 (if purchased through Sound World Solutions) 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 does not cover any other accessories, goods or services; is effective only if the 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.

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: If you are younger than 18, do not use this. You should go to a doctor, preferably and ear-nose-throat doctor (ENT), because your condition needs specialized care. Over-the-counter hearing aides are only for users who are 18 or older.

FCC Information

Regulatory Notices
FCC ID: YW6HD75

FCC Notice: This device complies with part 15 of the FCC Rules. Operation is subject to the folowing two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undersired operation.

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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