

**RCA** Symphonix™



USER GUIDE  
GUIDE DE  
L'UTILISATEUR  
GUÍA DEL USUARIO

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MADE IN CHINA | FABRIQUÉ EN CHINE | HECHO EN CHINE

[www.RCASymphonix.com](http://www.RCASymphonix.com)

6-month limited warranty. See inside for details. 6 mois de garantie limitée. Voir à l'intérieur pour plus de détails. Garantía limitada de 6 meses. Consulte más detalles en el interior.

RPSA10 NA UG 01

## CAUTION

**RISK OF ELECTRIC SHOCK. DO NOT OPEN.**

**Caution:** To reduce the risk of electric shock, do not remove cover (or back). No user serviceable parts inside. Refer servicing to qualified service personnel.

**WARNING:** To reduce the risk of fire or electric shock, do not expose this product to rain or moisture. The apparatus shall not be exposed to dripping or splashing. No objects filled with liquids, such as vases, shall be placed on the apparatus.

### Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
10. Unplug this apparatus during lightning storms or when unused for long periods of time.
11. 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.

### FCC Information

FCC Regulations state that unauthorized changes or modifications to this equipment may void the user's authority to operate it.

This device complies with Part 15 of the FCC rules. 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.

### Industry Canada Regulatory Information

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.

The user is cautioned that this device should be used only as specified within this manual to meet RF exposure requirements. Use of this device in a manner inconsistent with this manual could lead to excessive RF exposure conditions.

This Class B digital apparatus complies with IC:ICES-003.

Cet appareil numérique de la classe B est conforme à la norme ICNMB-003 du Canada.

### FDA Note on Personal Sound Amplifiers (PSAPs)

PSAPs are intended to amplify environmental sound for non-hearing impaired consumers. They are not intended to compensate for hearing impairment. Examples of situations in which PSAPs typically are used include hunting (listening for prey), bird watching, listening to lectures with a distant speaker, and listening to soft sounds that would be difficult to hear (e.g., distant conversations, performances). Because PSAPs are not intended to diagnose, treat, cure or mitigate disease and do not alter the structure or function of the body, they are not devices as defined in the Food, Drug and Cosmetic Act. As such, there is no regulatory classification, product code, or definition for these products. Furthermore, there are no requirements for registration of manufacturers and listing of these products with FDA.

However, PSAPs are subject to applicable provisions of the Radiation Control for Health and Safety Act of 1968, under which FDA regulates electronic products that emit sonic vibrations, such as sound amplification equipment. (See also 21 CFR 1000.15.) Manufacturers of PSAPs must report defects and adverse events and take other measures described in 21 CFR Part 1003. Manufacturers of PSAPs must also comply with the requirements to repurchase, repair, or replace electronic products required under 21 CFR Part 1004.

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**Pour des instructions en français, se reporter à la page 14.**

**Para obtener instrucciones en español, consulte la página 28.**

Congratulations on your purchase of the RCA Symphonix Personal Sound Amplifier! This device is designed to help you hear better in certain situations, like meetings, watching TV, or parties, where other sounds may interfere. The RCA Symphonix Personal Sound Amplifier lets you choose the level of amplification and noise filtering you want.

## Getting Started

The RCA Symphonix Personal Sound Amplifier comes with the following parts:

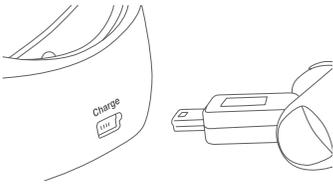
- :: Earpiece (with right tube and medium dome attached)
- :: Left tube
- :: Large dome
- :: Charger and charger top
- :: Charging cable

## Charging the Earpiece

For best performance, we recommend you charge your RCA Symphonix earpiece fully before you start using it.

### To charge the RCA Symphonix earpiece:

1. Plug the small end of the charging cable into the charger.

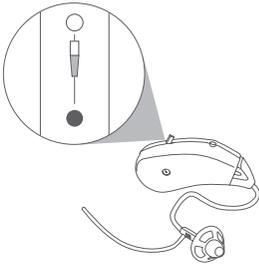


2. Plug the other end of the charging cable into a standard AC outlet or surge protector.

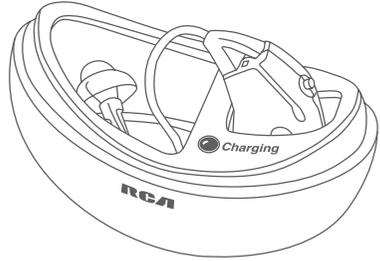
**Warning:** This power adapter should be plugged in so that it stays vertical or lies flat.

### Important

Make sure the earpiece's on/off switch (on the top of the earpiece) is in the  (off) position before you start charging the earpiece.



3. Insert the Symphonix earpiece into the charger as shown here. The top of the earpiece should be visible and facing toward the middle of the charger. Gently place the tube and tail into the storage compartment, located beside the charging compartment.



### Not like this!



If you insert the earpiece into the charger backwards, the charger's protective circuit will shut off power to the earpiece after both indicator lights blink several times. See the Troubleshooting section for instructions on how to proceed.

Once you've inserted the earpiece into the charger properly, the **Charging** light blinks green and the **Power** light stays steady green. This means the earpiece is charging. Leave the earpiece to charge until the **Charging** light turns solid green. This means the earpiece is fully charged.

### Be careful with the tube!

If the tube is folded or kinked, it may not carry sound properly, and your RCA Symphonix earpiece may not work as designed.

### Getting used to new sounds

RCA Symphonix lets you experience sounds you might not be used to hearing, everyday sounds like clocks ticking, paper rustling or crinkling, nearby whispering or soft conversation, outdoor noises like wildlife or traffic, or nearby footsteps. It might take you a while to get used to all these new sounds...at first, they might be distracting.

## Tour of the RCA Symphonix Earpiece and Charger

### Earpiece

**On/Off switch** turns the RCA Symphonix earpiece on or off.

**Earpiece body** holds the electronics for the RCA Symphonix Personal Sound Amplifier. These electronics process the sound from the earpiece's microphone.

**Charging contact** conducts the charge from the RCA Symphonix charger to recharge the earpiece's battery.

**Tail** Tucks into the bowl your ear to secure the dome, tube, and earpiece in place when you wear the RCA Symphonix earpiece.

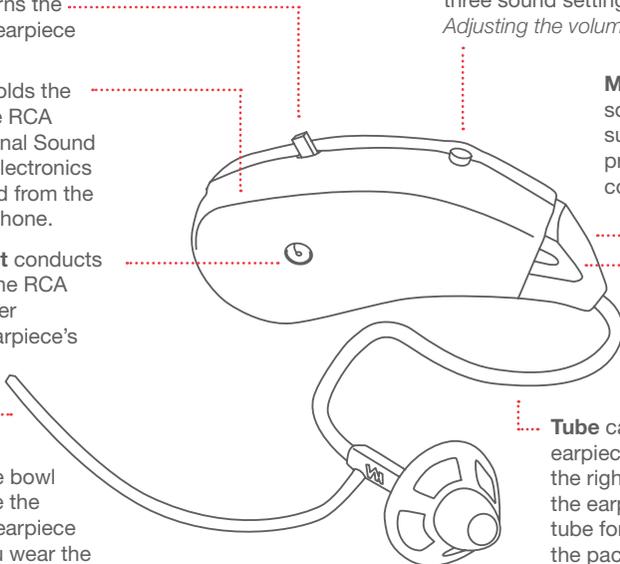
**Volume button** switches between the three sound settings available (see the *Adjusting the volume* section)

**Microphone** picks up sounds in your immediate surroundings. It is protected by the tube connector.

**Tube connector** attaches the tube to the earpiece

**Tube** carries audio from the earpiece to your ear. The tube for the right ear comes attached to the earpiece from the factory. The tube for the left ear is included in the package with your earpiece. For info on changing tubes, see page 6.

**Dome** Fits securely in your ear, like an earbud. The medium-sized dome comes attached to the tube and earpiece from the factory. For info on changing domes, see page 11.



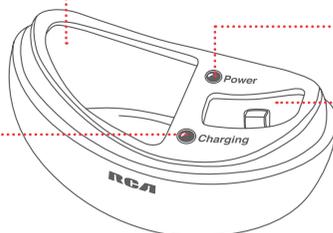
### Charger

**Storage compartment for tube/tail** holds the tube and tail from the earpiece while the earpiece is charging.



**Charger top** covers the charger while your earpiece is charging or for easy (and safe) stowage of the charger.

**Charging indicator** blinks when the earpiece is charging. Turns solid green when the earpiece is fully charged.



**Power indicator** lights when the charger is plugged in to a working outlet or surge protector.

**Charging compartment** holds the earpiece while it's charging. Make sure you have the earpiece positioned correctly to charge! See the *Charging the earpiece* section for more info.

## Using Symphonix

The first time you use RCA Symphonix, you'll need to find the most comfortable fit for your ear and for the environments where you plan to use the earpiece. First of all, you should make sure the correct tube is in for the ear you want to wear the RCA Symphonix earpiece on.

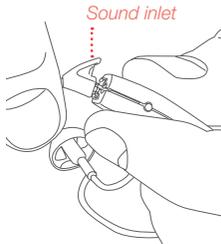
### Find the correct tube for your ear

The RCA Symphonix earpiece comes from the factory with the tube for the right ear attached. If you plan to use the earpiece on your right ear, great...the earpiece is ready for you to use.

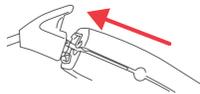
If you plan to use the earpiece on your left ear, you'll need to take the tube for the right ear off the earpiece and replace it with the other tube included in your package, the one for the left ear.

#### To change the tube:

1. Find the part of the tube that attaches to the earpiece. Gently rotate this section of the tube so that the sound inlet is exposed (as shown here).

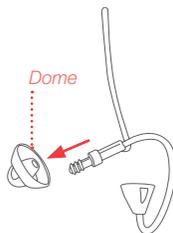


2. Pull the tube straight off the earpiece.



**IMPORTANT: DO NOT** pull the tube off at an angle. Doing so could harm the tube connector or the components in your earpiece and void your warranty.

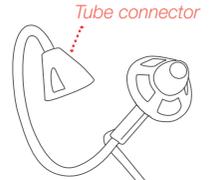
3. Once you've removed the tube completely, use your thumb to gently pry the dome from the end of the tube.



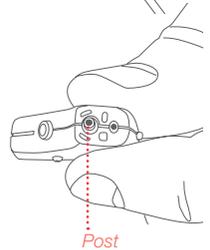
4. Find the other tube that came in the package. Attach the dome to the end of this tube by pushing the opening on the back of the dome gently onto the end of the tube. Push the dome onto the end of the tube as far as it will go. Make sure the dome is securely fastened.

5. Before you attach the tube to the earpiece, make sure the exposed part of the earpiece is clean of dust or other particles. Use a small brush to clean if necessary.

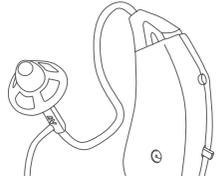
6. Find the part of the tube that connects to the earpiece (shown here).



7. Place the hole on the bottom of tube connector over the post on the top of the earpiece (shown here). Turn the tube sideways on the top of the earpiece and push straight down to attach the tube to the earpiece.

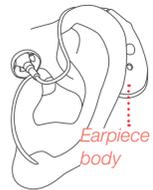


8. Rotate the tube into the correct position for use with the earpiece.



### Place Symphonix on your ear

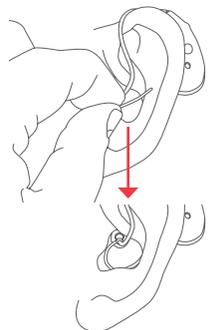
1. Put the earpiece body behind your ear



2. Insert the dome in your ear gently. Then gently wiggle the dome into the ear canal so that it is comfortably in place.



3. Fold the tail into the bowl of your ear. The tail will help stabilize the earpiece on your ear and keep the dome and tube in place.



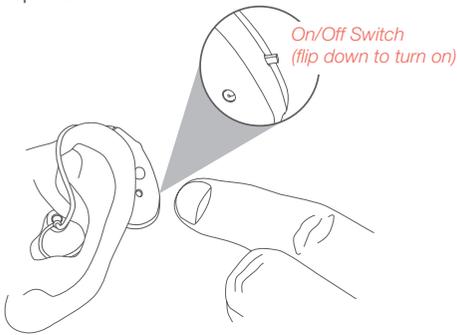
If you find that the tail is too long to fit comfortably in the bowl of your ear as shown, you can use a pair of scissors to trim it to a size that works for you.

**Is the dome uncomfortable?**

If the medium-sized dome doesn't seem to fit right, you might need to use the larger dome included in this package. See the *Changing the dome* section later in this manual for instructions.

**Turn Symphonix on**

The on/off switch for the Symphonix earpiece is located on the top of the earpiece body, just above your ear when you have the earpiece on. The switch is raised and toward the bottom/back part of the earpiece body. Flip it down to turn the earpiece on.



**Important**

When you turn the Symphonix earpiece on, there is a 2-3 second delay before the earpiece starts working. This is normal.

**Adjusting the volume**

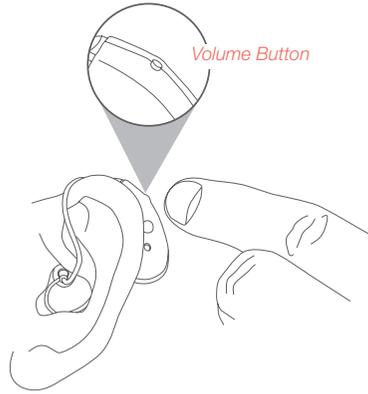
The RCA Symphonix earpiece has three preset levels of sound amplification to fit three distinct user profiles or listening environments.

**Levels**

- 1** minimum noise reduction, low-level amplification
- 2** medium noise reduction, medium gain
- 3** maximum noise reduction, maximum gain

When you turn it on, the Symphonix earpiece goes to setting **1** (minimum noise reduction, low-level amplification).

**To adjust the volume:** Find the volume button directly above the on/off switch on the earpiece body. Completely depress it for 1 second. You will hear 2 short beeps, which means the earpiece is now on setting **2**.



To go to level **3**, press the volume button for 1 second again until you hear 3 short beeps.

To go back to level **1**, press the volume button again. You should hear 1 short beep. You can also turn the earpiece off and back on again. The earpiece will automatically go to setting **1** when it's turned back on.

**Adjusting the volume: an example**

Let's imagine someone puts on the RCA Symphonix earpiece and wants to adjust the volume. Here's how he or she goes through the volume settings:

Turns on the earpiece; level **1** setting.

Presses the volume button once (2 beeps); level **2** setting.

Presses the volume button again (3 beeps); level **3** setting.

Presses the volume button a third time (1 beep); level **1** setting.

**Low-battery indicator**

The RCA Symphonix earpiece has an audible indicator when its battery should be recharged: it lets out a soft, constant beeping. So, if you hear a beeping that continues past several seconds, it's time to recharge the RCA Symphonix earpiece. See page 2 for instructions.

**Using RCA Symphonix with your phone**

You should be able to use the RCA Symphonix earpiece with your home phone or cell phone without any feedback or discomfort. If you have any difficulties using the earpiece with your phone, see the troubleshooting section of this manual.

## Cleaning and Care

With the proper care, your RCA Symphonix earpiece and charger should provide years of use. It is important to keep the following cautions in mind.

- :: **DO NOT** get water on or in the earpiece.
- :: **DO NOT** wear the earpiece while swimming, showering, in heavy rain, or in a moist atmosphere (like a sauna).
- :: **DO NOT** use solvents or liquids on the earpiece.
- :: **DO NOT** use solvents on the tube or dome.
- :: **DO NOT** sleep with the earpiece on.
- :: **DO NOT** leave the earpiece or charger in or near direct sunlight or excessive heat.
- :: **Remove** the RCA Symphonix earpiece when applying cosmetics, perfume, aftershave, hairspray, lotion, or any other product that might get into the earpiece.
- :: **Remove** the RCA Symphonix earpiece during strenuous physical activities, like working out.
- :: **Keep** the RCA Symphonix earpiece and charger clean and dry.

If you find yourself in a situation where the RCA Symphonix might get wet—caught in the rain without an umbrella, for example—just take off the earpiece and put it in your pocket or purse.

### Suggested maintenance

To get the most from your RCA Symphonix earpiece, you should keep a routine of cleaning its parts. We recommend the following schedule:

<b>Daily</b>	Clean the earpiece
<b>Weekly</b>	Clean the tube and dome Clean the microphone and sound inlet
<b>Every 3-4 months</b>	Replace the dome

#### Make it easy!

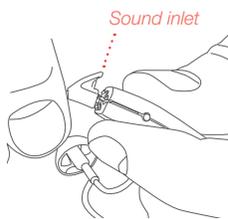
RCA Symphonix has a cleaning kit with the exact tools you need to keep your earpiece, tube, and dome clean and ready to use, as well as service plans for keeping your earpiece and charger in top working order. See the brochures in this package or visit [RCASymphonix.com](http://RCASymphonix.com) for more information.

### Cleaning the earpiece

Use a soft cloth to wipe the earpiece after use to remove any particles or moisture. Be careful not to get water on or in the earpiece.

### Cleaning the tube and dome

Remove the tube from the earpiece. Find the part of the tube that attaches to the earpiece. Gently rotate this section of the tube so that the sound inlet is exposed (as shown here).



**IMPORTANT: DO NOT** pull the tube off at an angle. Doing so could harm the tube or the components in your earpiece and void your warranty.

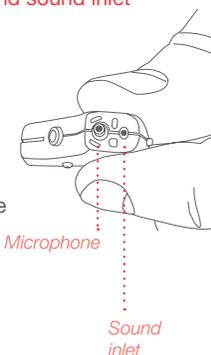
Once you've removed the tube from the earpiece, use a soft, moist cloth or mild soap and water to clean the tube and dome. You can also use the RCA Symphonix accessory cleaning kit, available through [RCASymphonix.com](http://RCASymphonix.com) or through the accessories brochure in this package.

**IMPORTANT: Make sure all components are completely dry before you put them back on the earpiece.**

**If there's wax in the tube:** Use a section of monofilament fishing line (medium to heavy-gauge) to clean inside the tube. You can also use the tube-cleaning rod from the RCA Symphonix cleaning kit, available from the accessories brochure in this package or on [RCASymphonix.com](http://RCASymphonix.com).

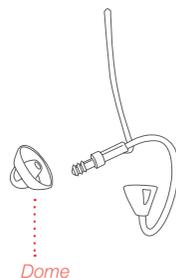
### Cleaning the microphone and sound inlet

The microphone and sound inlet on your earpiece are under the tube connector. To clean these parts, you must first remove the tube from the earpiece (see *Cleaning the tube and dome* on the previous page). Once you've removed the tube from the earpiece, you can use a small brush to gently remove any particles that may be on the earpiece's microphone or sound inlet (shown here). **DO NOT use any liquids or solvents on the earpiece.**



### Replacing the dome

To remove the dome, hold the end of the tube between your thumb and forefinger and pull the dome off with your other hand.



If you need to order a replacement dome, use the accessory brochure included in this package or visit [RCASymphonix.com](http://RCASymphonix.com). To mount the new dome to the earpiece tube, push the opening on the back of the dome gently onto the end of the tube. Push the dome onto the end of the tube as far as it will go. Make sure the dome is securely fastened.

## Troubleshooting

Most problems with the RCA Symphonix earpiece and charger can be resolved by trying the following common troubleshooting solutions. Try the solutions in the order listed. If you have any further questions, please call our toll-free help line at 1-888-225-2644 or visit [RCASymphonix.com](http://RCASymphonix.com)

### ***There's no sound from the earpiece.***

- :: There is a 2-3 second delay when you first turn the earpiece on before the circuitry is ready. This is normal.
- :: Make sure the earpiece is turned on. Put the earpiece's on/off switch in the on (●) position.
- :: Make sure the earpiece is charged. Place the earpiece in the charger. When the **Charging** light turns solid green, the earpiece is fully charged.
- :: Make sure the tube and dome are clean. Follow the directions on page 10 to clean them.
- :: Make sure the sound inlet and microphone are clean. Follow the directions on page 11 to clean them.

### ***The sound from the earpiece isn't loud enough.***

- :: Try a different volume setting on the earpiece. Press 1 second on the earpiece's volume button until you hear beeps. Two beeps is for volume level **2**, three for volume level **3**.
- :: Make sure the dome is inserted completely into your ear. Gently wiggle it into your ear canal.
- :: Make sure the tube is snapped onto the earpiece properly and that the dome is fully seated on the end of the tube.
- :: Make sure the tube and dome are clean. Follow the directions on page 10 to clean them.
- :: Make sure the sound inlet and microphone are clean. Follow the directions on page 11 to clean them.
- :: You may be producing excessive earwax. Consult your hearing or healthcare professional.

### ***I hear feedback or whistling from the earpiece.***

- :: Make sure the tube is snapped onto the earpiece properly and that the dome is fully seated on the end of the tube.
- :: Make sure the dome is inserted completely into your ear. Gently press it into your ear canal.
- :: If you are using the medium-sized dome (the one that came pre-installed on the right tube), try installing the larger dome that comes in this package. See the instructions for replacing the dome on page 11.
- :: You may be producing excessive earwax. Consult your hearing or healthcare professional.

### ***The earpiece keeps beeping.***

- :: This means the earpiece's battery needs to be recharged. Place the earpiece in the charger. When the **Charging** light turns solid green, the earpiece is fully charged.

### ***The sound is distorted/not clear.***

- :: Make sure the earpiece is charged. Place the earpiece in the charger. When the **Charging** light turns solid green, the earpiece is fully charged.

- :: Make sure the tube and dome are clean. Follow the directions on page 10 to clean them.
- :: Make sure the sound inlet and microphone are clean. Follow the directions on page 11 to clean them.
- :: Your RCA Symphonix earpiece may be damaged. Contact customer service at 1-888-225-2644.

### ***The charger isn't charging my earpiece/ No indicator lights on the charger.***

- :: You may have triggered the charger's protective circuitry by putting the earpiece into the charger backwards. The charger shuts off automatically to protect the earpiece. To restore charging, unplug the charger from the wall and plug it back in. Then follow the directions on page 3 to place the earpiece in the charger correctly.

### ***The earpiece battery doesn't hold as much charge as it used to.***

- :: All rechargeable batteries start to lose their charging capacity gradually after years of use and/or hundreds of times recharging. This is normal. If you notice your earpiece battery doesn't hold as much charge as it used to, use the RCA Symphonix Tune-Up service, which includes battery replacement along with a complete inspection and cleaning of your earpiece. See the services brochure in this package or visit [RCASymphonix.com](http://RCASymphonix.com) for more information.

### ***There's wax in the tube***

- :: Use a section of monofilament fishing line (medium to heavy-gauge) to clean inside the tube. You can also use the tube-cleaning rod from the RCA Symphonix cleaning kit, available from the accessories brochure in this package or on [RCASymphonix.com](http://RCASymphonix.com).

### ***For further assistance with earpiece or charger maintenance, visit [RCASymphonix.com](http://RCASymphonix.com)***

## General Warnings

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, rapidly 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

Keep all parts of the RCA Symphonix earpiece and charger away from children under the age of 3. These components contain small parts that may present a choking hazard.