TinniSoothe®

Tinnitus Relief. All Day. All Night.

INSTRUCTIONS FOR USE

TinniSoothe

WELCOME TO TINNISOOTHE®

Please take time to read these Instructions For Use,
to get the most from your new device.

Tinnitus Relief. All Day. All Night.

Instructions for use | Mode d'emploi | Gebruiksaanwijzing
Istruzioni per l'uso | Instruções de uso | Gebrauchsanweisung

tinnisoothe.com/userguide   e: **support@tinnisoothe.com**

Your package includes the following items, along with a spare lanyard:

TinniSoothe Module

Lanyard & Clip

Clothing Clip

Docking Station

USB C Charging Cable

PLEASE NOTE: If you have only purchased the TinniSoothe module, there will be no docking station provided and night-time mode is not an available function.
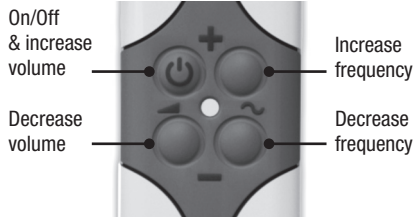
3

GETTING STARTED

To switch on the wearable module or turn it off, press and hold the top left-hand button for 2 seconds. When you switch the module on, you will hear white noise at the factory default setting.

Setting up for Daytime Mode

1. Use the module buttons as indicated below to set the preferred volume and frequency levels for daytime settings.

On/Off & increase volume

Increase frequency

Decrease volume

Decrease frequency

NOTE: Don't hold down the buttons, keep clicking them progressively.

2. Volume: Use the + / – buttons on the left-hand side of the unit to set the preferred volume. There are 60 increments of volume, and it is set to level 40 out of the box. When you reach the end of the volume range at either limit, you will hear a loud beep.

TIP: Set the volume of the device just below the intensity of your tinnitus. The idea is to not completely mask your tinnitus but provide a subtle distraction - and therefore relief.

3. Frequency: Use the + / – buttons on the right-hand side of the unit to set the preferred frequency. There are 40 increments of frequency, and it is set to level 20 out of the box. When you reach the end of the range at either limit, you will hear a loud beep.
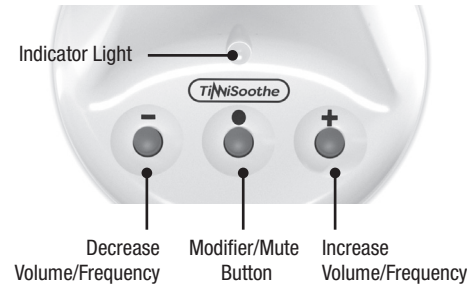
4. Your daytime settings are now complete.

TIP: Experiment with different levels in the first few days until you find a setting that feels the most soothing or distracting from your tinnitus symptoms.

TinniSoothe volume & frequency increments are very subtle to allow you to optimise the settings for your tinnitus.

Setting up TinniSoothe for Night mode

1. Using the USB cable provided, connect one end into the back of the docking cradle and the other into a standard USB power supply (not provided).

2. Switch on power at the mains. The docking cradle indicator light should now be green to show power is ON.

3. With the module still powered ON, carefully push the module into the docking cradle, until you feel a firm connection. The docking cradle light will turn blue and you will hear a beep.

Indicator Light

Decrease Volume/Frequency

Modifier/Mute Button

Increase Volume/Frequency

4. Volume: Use the + / – buttons on the docking cradle to set the preferred volume for night-time use. When you reach the end of the range at either limit, you will hear a loud beep.

5. Frequency: To adjust the frequency, press and HOLD the middle 'Modify' button on the docking cradle. Continue to hold the middle button down and use the + / – buttons to set the preferred frequency up / down for night-time use. Release the middle button once the frequency setting is reached. When you reach the end of the range at either limit, you will hear a loud beep.

6. Mute: If necessary, you can mute the docking cradle by pressing the middle button for 1 second. The LED will turn red indicating the device is in 'mute' mode. Press again to unmute.

7. Your night-time settings are now complete.

NOTE ⓘ

When lifted out of the docking cradle, the module will automatically switch to daytime settings, after 1-2 seconds.

When the module is docked, it will switch back to night-time settings.

Daytime and night-time settings are retained, so TinniSoothe will 'remember' the last combination of Volume / Frequency in either mode.

You can change these at any time and the new settings will be retained.
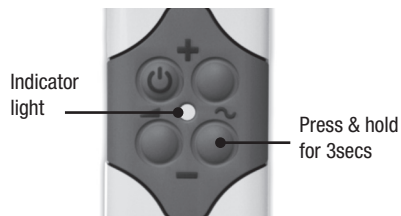
If you place the module into the docking cradle when the module is powered OFF, the docking cradle will enter 'Mute' mode automatically (and show a red LED). Press the Mute button to exit the mute mode.

BATTERY CHARGE & RECHARGING

The TinniSoothe module contains a lithium polymer battery. The device will arrive with the battery partially charged. This should be sufficient for set-up. After initial set-up, we recommend you charge the module in the docking cradle for 3-4 hours (per 'Setting up TinniSoothe for night-time mode' above).

Checking the battery charge level
To check battery strength, with the module powered ON - hold down the bottom right button for 3 seconds (as shown).

Indicator light

Press & hold for 3secs

The module indicator light should be either green, amber or red, representing the following battery levels:

GREEN	70% charge or greater
AMBER	20% – 70% charge
RED	20% charge or lower

Full charging typically takes 4-5 hours.

When fully charged and with typical settings, the battery in the module will last up to 72 hours outside of the docking cradle depending on the volume. However, we recommend docking the module each night if possible. This will provide seamless 24/7 relief and ensure the battery is fully charged in the morning.

There is no battery level indicator when the module is docked.

The battery is non-removable. DO NOT attempt to open the TinniSoothe module.

WEARING THE DEVICE

TinniSoothe comes with two lanyards, a lanyard clip and a clothing clip, which can all be found inside the branded pouch.

For continual daytime use, the majority of users find it most practical and effective to wear the device around their neck, using the lanyard and lanyard clip provided.

You can switch between the lanyard clip and clothing clip if required.
To do so, insert your fingernail, or a suitable (blunt) implement, and firmly pull the two ribs of the lanyard clip away from the module. The alternative clip can then be simply pressed into place, in the same location.

Lanyard Clip

NOTE ⓘ

You can use your own lanyard or necklace with the lanyard clip if preferred. However, TinniSoothe cannot accept any responsibility for damage to either the device or your necklace, if you choose to use your own.

Please do not wear TinniSoothe around your neck when sleeping.

The clothing clip can be useful for securing the module firmly in place during the day, for example inside a jacket pocket or on a bra strap.

RESETTING THE DEVICE

To factory reset the module, with the module powered OFF, press and hold the bottom 2 buttons on the module together until the light flashes red 5 times.

TROUBLESHOOTING

If you don't hear any white noise when you switch on the module, please make sure that:

1. You have charged the battery (as per 'Battery Charge & Recharging')

2. The module power is on (hold down the power button for 2 seconds)

3. You have increased the volume on the module sufficiently (there are 60 micro increments and, depending on your hearing level, you may not be able to hear the first few volume settings)

PLEASE NOTE: Charging may not work with some Fast Charge USB plugs. Please try a standard USB power supply.

To access our full set of FAQs, please visit **tinnisoothe.com/faqs**

To access our most up-to-date user guide, including full troubleshooting, please visit **tinnisoothe.com/userguide**

If you believe your TinniSoothe device is faulty, please contact us using the 'Contact Us' link at **tinnisoothe.com/contact**

WARRANTY

A standard 1-Year Warranty applies to the TinniSoothe® module and TinniSoothe® docking cradle, with the 12-month period commencing from the original dispatch date. The 1-Year Warranty also includes the lithium battery, but excludes all external accessories (e.g. lanyards, clips, USB cable).

The 1-Year Warranty only applies if the unit has not been incorrectly used or mishandled in any way that excludes its designed purpose. We withhold the right to decline the 1-Year Warranty if we believe there has been misuse or foul play.

Disclaimer: You have certain rights as a consumer, including legal rights relating to faulty or misdescribed goods. Any products we supply to you will be of satisfactory quality. If we deliver a product to you that is not of satisfactory quality, you can contact us for a repair or replacement or, where this is not possible, for a refund. You must follow any advice we give you to keep products we supply to you safe (including any instructions, FAQs or product manuals, whether digital

or hard copy). We cannot accept liability for damage to products we have supplied, caused by your failure to follow this advice. This includes liability for death or personal injury.

TinniSoothe has been designed to enable the continuous emission of subtle white noise at a level just below the sound of your tinnitus. It is not intended for white noise to be played at high volumes that mask or 'drown out' your tinnitus for long periods, since this could lead to hearing damage or a worsening of tinnitus over time.

Contraindications: Tinnisoothe is contraindicated for use in the following patient types and scenarios: Not to be used during pregnancy; Not to be used during breastfeeding, or holding children close under 2 years; Not for use by children aged 12 or under; Not to be used by those with significant motor impairment, who may find the control buttons problematic; Not for use with volume set in excess of 70 decibels for a continuous period of eight hours or more; Not to be worn on the body whilst sleeping; Not to be worn where there is a risk of water ingress (neither the docking station nor the wearable module

are waterproof); Do not leave the docking station or wearable module in direct sunlight for a prolonged period, or it may overheat; Not to be used in temperatures below -20°C or above 60°C ; The wearable module and docking station should be stored and charged above 0°C and below 45°C.

Please consult your doctor before using TinniSoothe if you are epileptic, have a severe mental illness, have cardiac arrhythmia, wear a cardiac pacemaker or wear a deep brain stimulation device (DBS).

WARNING: CHOKING HAZARD – SMALL PARTS. TINNISOOTHE IS NOT RECOMMENDED FOR CHILDREN 12 YEARS AND UNDER.

TELL US ABOUT YOU...

We'd love to hear from you to know of your experience of living with tinnitus and how TinniSoothe has helped you. We're constantly looking at ways of improving the product and meaningful feedback is welcomed.

support@tinnisoothe.com

CAN WE HELP...?

For any questions relating to these Instructions For Use, or any other queries about TinniSoothe, go to **tinnisoothe.com/contact**

Alternatively, you can email us at **support@tinnisoothe.com**

scan for online instructions

TinniSoothe

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CORRECT DISPOSAL OF THE PRODUCT

This symbol indicates that this product (including the battery) should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmentally safe recycling.

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