

Sensaphonics

Hearing Conservation

3D Active Ambient™ IEM System User Guide



Thank you for purchasing the Sensaphonics 3D Active Ambient IEM (In-Ear Monitor) system. The 3D allows you to hear both your familiar monitor mix and a selectable level of on-stage ambient sound – all while remaining acoustically sealed. Available versions:

Model 3DAA, for use with wireless IEM systems

Model 3DHW, standalone hardwired IEM system

Both systems consist of a pair of custom-fit gel silicone earphones with embedded microphones; a rugged, compact bodypack mixer; and associated cabling.

The 3D Active Ambient solves the two biggest problems associated with conventional in-ear monitoring: the need to communicate with other band members, and the desire to hear crowd reaction. This is achieved by incorporating tiny microphones in the earpieces to pick up ambient sound, then adding that sound into the in-ear mix in a controlled fashion. The microphones are positioned and equalized to pick up sound exactly as your ears would, forming a binaural system that retains all directional cues – left/right, up/down, and front/rear – with the earphones in place.

A simple 2-position switch allows you to choose between two mixes, called the “Perform” and “Full Ambient” modes. Typically, Perform mode is used while playing and Full Ambient is used between songs. The 3D Active Ambient is easy to set up and use. But first, please take a few minutes to familiarize yourself with the proper care and usage of your new system. Carefully read and follow all cautions and instructions.

IMPORTANT SAFETY PRECAUTIONS

This product is designed for use by musicians and sound engineers in controlled stage environments. Do not use this product while operating motorized vehicles or heavy machinery, while bicycling or jogging near traffic, or in any potentially hazardous situation.

- Consult your authorized Sensaphonics audiologist before use.
- DO NOT use at excessive volume levels, nor for extended periods of time.
- Avoid dropping or strong impact.
- DO NOT pull on cord to remove it from the jack, or to remove earpieces from your ears. Always grasp the earpiece or jack directly for removal.
- DO NOT leave the cord where it can be tripped over.
- DO NOT expose to temperature extremes (such as a closed auto in the sun).
- Keep earphones and bodypack away from water and dust.
- Always store your 3D Active Ambient system in its protective storage case.

SYSTEM HARDWARE

The major operational components of your system are:

Model 3DAA (for use with wireless IEMs)

- 3D-M bodypack mixer (1/8" input jack)
- Custom-fit 3D ambient earphones
- IEM jumper cable, 12 inch (1/8" stereo plugs)

Model 3DHW (hardwired system)

- 3D-L bodypack mixer (LEMO input jack)
- 3D-1 (single driver) or 3D-2 (dual driver) ambient earphones
- Dual-XLR jumper cable, 9 foot (stereo LEMO to dual female XLR)

Additional items included with your system:

- Documentation (this User Guide, warranty card)
- Earphone cleaning tool
- Waterproof, vented storage case

SOUND LEVELS & HEARING PROTECTION

We strongly recommend that you learn to monitor at lower levels. Experience has shown that, without guidance, most IEM users tend to monitor at the volume they used for floor wedges. The 3D Active Ambient system earphones provide 26 dB of broadband isolation from ambient noise while still offering controlled access to the sounds around you. You will get full, rich sound with incredible detail at amazingly modest volume levels. We urge you to make a conscious effort to *turn it down*.

Noise induced hearing loss (NIHL) is a function of exposure time, the average noise level and the peak level of very loud sounds. The following table shows recommended daily noise exposure limits on the OSHA and more conservative Equal Energy (NIOSH 98-126) scales. Even under optimistic OSHA limits, 2 hours at 100 dBA is the safe limit without protection – and this assumes no exposure to levels over 85 dB the rest of the day. For your safety, we recommend using the EE guideline.

Level, dBA	85	88	90	92	94	95	97	100	105	110	115	120
OSHA	16 hr		8 hr	6 hr		4 hr	3 hr	2 hr	1 hr	30 min	15 min	10 min
Equal Energy (EE)	8 hr	4 hr			1 hr		30 min	15 min				

Some people are more susceptible to hearing loss than others. Tracking exposure on the basis of an average time and sound level will only protect the “average” person, so these guidelines do not offer a guarantee of safety for all.

We strongly urge all musicians and engineers to have annual hearing checks from a certified audiologist. By tracking your hearing response and listening habits over time, you can spot any changes and deal with them before serious damage occurs.

Again, we can't stress this enough:
See your audiologist regularly!

For more information on hearing conservation, visit our website, www.sensaphonics.com.



3D AMBIENT EARPHONES

The 3D Active Ambient Earphones are an all-new design, with unique drivers (miniature speakers) and tiny microphones embedded within soft gel silicone earpieces. Each pair of Sensaphonics custom earphones is hand-crafted in our factory to ensure a perfect fit, tight seal and exceptional comfort. The silicone material will not break, shrink, harden or discolor.

The sound ports of the 3D earphones contain small filters located deep inside the ports. These filters ensure smooth frequency response while keeping cerumen (earwax) and other debris away from the speakers. Thus, it is important to keep the sound ports free of debris.

Two models are available:

- 3D-1** – Innovative single-driver design with the same sonic signature as our acclaimed ProPhonic 2X-S
- 3D-2** – Dual-driver design for maximum headroom and stronger bass response

The earpieces contain precision condenser microphones that are custom-tuned to provide the same natural sound quality as the open ear. This forms a binaural system that literally lets you hear ambient sound in three dimensions – left/right, front/back, and up/down – with natural sound quality and directionality, and no distortion up to 140 dB-SPL.

EARPHONE CABLE

The field-replaceable earphone cable is 52 inches long, with integral bend maintainers to help retain a good fit over the ears. The cable is designed to be both flexible and heavy duty. It should never fail if kept out of harm's way. However, we have designed it to be field replaceable in the event of an accident. The cable is secured to a 4-pin receptacle within each earpiece with a nylon screw.

DAILY EARPHONE CARE

Before each use, inspect the sound ports of your earpieces. Using the supplied cleaning tool, remove any cerumen (earwax) from inside the sound ports with the wire loop. Use the brush to clear the debris away from the sound ports.

If the sound port filters become clogged with earwax,



Earphone cleaning tool.

reduced levels or a muddy, muffled sound quality will result. If the sound ports cannot be cleared with the cleaning tool, the filters will need to be replaced at the factory.



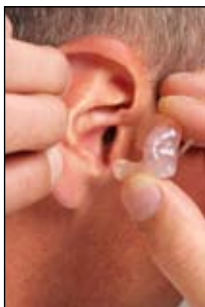
Microphone

MICROPHONE PORTS

The tiny condenser microphones located inside the earpieces form a binaural pickup system. This provides extremely accurate location cues for ambient sounds. The mic ports are small circular openings located on the outside of each earpiece. Inside the ports are grey acoustic mesh filters, which protect the microphones from debris while ensuring full, natural frequency response. Like the sound ports, inspect the microphone ports regularly, using the cleaning tool to brush away any debris.

INSERTING EARPHONES

Your custom 3D Earphones are made of soft, flexible silicone for a secure fit. They need to be fully inserted deep into your ear canals to attain the tight seal they were designed to achieve. With a little practice, inserting your 3D Earphones will become quick and easy. Just follow these simple steps. (Note: earphones shown in photos are Sensaphonics ProPhonic 2X-S.)



STEP 1

Hold the earpiece with the red or blue dot on top (blue dot = left ear, red = right). The cables will run over and behind your ears.



STEP 2

Place the canal portion of the earpiece into your ear canal.



STEP 3

Rotate the earpiece toward the back of your head as you push the earpiece in.



STEP 4

Make sure top portion of earpiece is tucked in. If the earpiece is not all the way in, you will not have a good seal and will lose isolation and bass response. See Step 5 photo for correct placement.



STEP 5

Once inserted, don't be afraid to push on the canal portion of the earpiece to make sure it is all the way in. You may find it helpful to pull back on your ear while pushing the earpiece in.



STEP 6

Bend the "memory wire" cable tightly around the top of your ear. Adjust the length of the cable ends by moving the zipper (split adjuster) up and down where they meet.

EARPHONE REMOVAL

Never pull on the cable to remove your earphones! Instead, reach behind the earpiece at the bowl of the ear and twist the earpiece toward the front as you remove it. Simple!

AUDIO SEAL TEST

As with all isolating earphones, your 3D earpieces must be fully inserted to create a deep, tight seal. A poor seal will result in a loss of bass response and lack of isolation. To confirm that you have achieved a full seal, use our downloadable audio seal test at www.sensaphonics.com/test.

SYSTEM SETUP – MODEL 3DAA

The 3DAA system is designed to work in concert with a conventional wireless personal monitor system. To set up your system, you will need a fresh 9V alkaline battery and a working sound source, preferably your wireless in-ear monitor (IEM) system. A portable music player will also suffice. Please refer to the photos indicating the various controls and features of the 3D-M bodypack mixer. (NOTE: Your system was shipped with a fresh battery installed and the earphones connected.)



- A. Power switch (on/off)
- B. LED indicators
- C. Mode switch (Perform/Full Ambient)
- D. IEM input jack
- E. Battery compartment
- F. 3D earphone dual output jack
- G. Cable strain relief slots (2)



- I. Earphone switch (factory preset)
- J. Limiter switch
- K. Ambient Background volume knob

1. Using the latch located just above the Sensaphonics logo, open the 3D bodypack and insert a 9V alkaline battery. The battery fits only one way: negative terminal up, positive terminal down.

2. Plug one end of the supplied black jumper cable into the **(D) IEM Input jack** of the 3D bodypack (a single input jack found on the left side panel). Plug the other end into the output jack of your IEM bodypack (where conventional earphones would plug in). We recommend looping the cable through the **(G) strain relief** slot beneath the jack prior to plugging in the cable (see photo).

3. Plug your 3D Earphones into the **(F) 3D earphone dual output jack** located on the right side of the bodypack. Prior to plugging in, loop the cable through the **(G) strain relief** slot located beneath the jacks.

4. Using the recessed **(A) on/off switch** on top of the 3D bodypack, turn on the power. The green power status LED beside the switch will light. Your 3D Active Ambient system is now active.



5. Insert the 3D Earphones in your ears (see Inserting Earphones section). Make sure you achieve a full seal for good isolation and extended bass response.

6. Toggle the **(C) Mode switch** (on top panel of bodypack) to the “Full Ambient” position. The switch should point toward the edge of the pack. You should now hear the sounds

around you (stage ambience) normally, just as if you were not wearing any earphones.

7. Now flip the **(C) Mode switch** from Full Ambience to its other position, “Perform.” (The switch should now point toward the indicator lights.) You should hear the ambient sound at a reduced level, depending on the setting of the internal **(K) Ambient Background rotary knob** (see Operating Modes – Perform Mode).

8. Next, add sound from your IEM system (or portable audio player). Use the volume control on your IEM bodypack (or other source) to adjust the volume of your in-ear monitor mix.

9. Adjust the amount of ambient sound added to the IEM mix. We recommend doing this during sound check. First, make sure your 3D is set to perform mode. Open the **(E) battery compartment** and locate the **(K) Ambient Background volume knob** (above the battery). Using this control, set the level of ambient sound added to the IEM mix. (See Operating Modes section for more details.)

Remember: The volume level of the monitor mix is controlled from your IEM bodypack receiver, while the ambience level is set with the rotary Background Ambience control found inside the 3D bodypack.

SYSTEM SET-UP – MODEL 3DHW

To set up your 3D Active Ambient system, you will need a fresh 9V alkaline battery and a working sound source, preferably your IEM mix. An alternate source with dual XLR outputs will also suffice. Please refer to the photos indicating the various controls and features of the 3D-L bodypack mixer. (NOTE: Your system was shipped with a fresh battery installed and the earphones connected.)



- A. Power switch (on/off)
- B. LED indicators
- C. Mode switch (Perform/Full Ambient)
- D. IEM input jack
- E. Battery door
- F. 3D earphone dual output jack
- G. Cable strain relief slots (2)
- H. Monitor Volume control

1. Using the latch located above the Sensaphonics logo, open the 3D-L mixer's **(E) battery door** and insert a 9V alkaline battery. Note: The battery will only fit one way: negative terminal up, positive terminal down.

2. Turn the **(H) Monitor Volume knob** on the 3D-L top panel all the way down (counter-clockwise). This knob controls the volume of the monitor mix.

3. Cable connections – Using the supplied cable, plug the silver LEMO connector into the **(D) IEM input jack** on the left side of the 3D-L bodypack mixer.



IMPORTANT: *The red dot found on the connector should face the front of the bodypack so that the 90-degree bend in the cable faces downward (see photo). The LEMO connector is a locking design that uses a “push-pull” action for removal.*

4. Plug the two XLR connectors into the left and right outputs of the monitor mixer (or equivalent device).
5. Plug your 3D Earphones into the **(F) 3D earphone dual output jack** located on the right side of the bodypack mixer. Prior to plugging in, loop the cable through the **(G) strain relief slot** located beneath the jacks.
6. Using the recessed **(A) on/off switch** on top of the bodypack mixer, turn on the power. The green power status LED beside the switch will light.
7. Insert the 3D Earphones into your ears (see Inserting Earphones section). Make sure you achieve a full seal for good isolation and extended bass response.
8. Toggle the **(C) Mode switch** (on top panel of bodypack mixer) to the “Full Ambient” position. The switch should point toward the outer (right) side of the pack. You should now hear the sounds around you (stage ambience) normally, just as if you were not wearing any earphones.
9. Now flip the **(C) Mode switch** from Full Ambience to the other position, “Perform,” pointing toward the LED lights on top of the pack. You should now hear the ambient sound at a reduced level, depending on the setting of the internal **(K) Ambient Background rotary knob** (see Operating Modes – Perform Mode).
10. Next, add sound from your monitor mixer (or other source). Use the **(H) Monitor Volume knob** on top of the 3D-L bodypack mixer to adjust the level of your in-ear monitor mix.
11. Staying in Perform Mode, adjust the amount of ambient sound added to the IEM mix. We recommend doing this during sound check. Open the **(E) battery door** and locate the **(K) Background Ambience rotary control** (above the battery). Using this 8-position switch, set the level of ambient sound added to the IEM mix. (See Operating Modes section for more details.) Once you are satisfied with this mix, you’re ready to play. Realize that you can always return to “Full Ambient” with the toggle switch outside of the bodypack.

REMEMBER:

The volume level of the monitor mix is controlled using the “MON” knob on top of the 3D-L, while the ambience level is set with the with rotary Ambient Background knob located inside the bodypack mixer.



- I. Earphone switch (factory preset)
- J. Limiter switch
- K. Ambient Background volume knob

OPERATING MODES

The 3D Active Ambient system has two operating modes—Perform and Full Ambient. Follow the instructions for your system on the System Set-Up pages. During the show, simply flip the toggle switch to select Perform mode (used while playing) or Full Ambient mode (used between songs) as desired.



Perform Mode

In this mode, your direct IEM mix is heard normally, with the ambient sound mixed in at a level determined by the setting of the “Ambient Background” knob (the 8-position rotary control inside the bodypack mixer). The maximum ambience level is unity gain (position “7” on the control knob). The control reduces ambience in 4dB steps, down to -24 dB (position “1”). Position “0” turns off ambience completely (IEM mix only with no added ambience – like a conventional personal monitor system). Typically, the Ambient Background should be set to a reduced level (below unity gain).

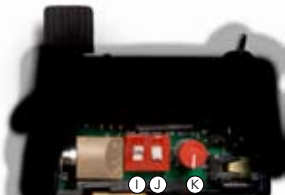
Full Ambient Mode

This mode is mainly used between songs. The ambient sound picked by the earphone microphones is presented at unity gain (full natural volume) while the IEM mix is automatically reduced. In this mode, you can hear and communicate normally – as if you were not even wearing full isolation earphones. In this mode, the 3D system dynamically reduces the monitor level to allow normal conversation on stage.

NOTE: For wireless system users, the level of the direct monitor mix is set using the volume control on your IEM receiver. On the Sensaphonics hardwired 3DHW system, use the MON knob on top of the 3D-L bodypack mixer.

INTERNAL SWITCHES

Inside the bodypack mixer, just above the battery and immediately to the left of the (K) rotary Ambient Background control, there are two small white switches:



Earphone Switch (I) Used to match the bodypack electronics to the earphones you ordered. This switch is pre-set at the factory to match your earphones: single-driver (up position) or dual-driver (down).

Limiter Switch (J) Engaged when in the “down” position (toward the battery). We strongly recommend using this feature. The circuit is designed to minimize the effect on musical transients and dynamics while still providing significant protection.



NOTE: Limiting action is performed independently on both the monitor and ambience signals, in both Perform and Full Ambient mode. In Full Ambient mode, monitor mix signal is limited regardless of switch position.

- ① Earphone Switch
- ② Limiter Switch
- ③ Ambient Background volume knob

INDICATOR LIGHTS

There are five LEDs on the top panel of the 3D bodypack mixer, designed to provide at-a-glance operating status.



BATTERY - Located beside the power switch, these two LEDs show when the bodypack mixer is on, and the approximate battery condition. With a fresh battery, only the green one is lit. With continued use, the red LED (yellow on some mixers) begins to glow, getting brighter

as battery life is reduced. After about 6 hours use, only the red (or yellow) is lit. When the green LED goes out, battery replacement is advised.

PEAK - A single red LED that is normally off. When the signal level nears 3D system peak clipping output, it flashes. If it lights repeatedly, either the monitor input or the ambient level is too loud. Turn down the volume control of your IEM mix until the light goes out. If this does not solve the problem, open the 3D mixer and turn down the Ambient Background level until it stops flashing. **NOTE:** On loud stages, it is common for the Peak LED to be lit in Full Ambient mode.

LOUD - The Monitor and Ambient LEDs light to indicate the signal presence from these respective inputs. When glowing bright yellow, the sound from that source is very loud and the 3D limiter (if engaged) for that function may become active.

WARNING: Prolonged listening with Peak LED lit may damage hearing (see page 3).

TECHNICAL SPECIFICATIONS

3D Active Ambient System

The 3D Active Ambient is a patent pending system designed to add ambient audio to the IEM mix without distortion or added latency. The 3D system components (ambient earphones and bodypack mixer) will only operate properly when used together.

Note: For measurements, earpiece is terminated in a Zwislocki coupler. For 3D-HW, the MON knob (monitor mix gain control) is set to maximum (full clockwise).

Frequency Response	20 Hz – 20 kHz
Maximum SPL, 500 Hz	
Single driver earpiece	124 dB-SPL
Dual driver earpiece	130 dB-SPL
Ambient Microphone Input Overload, 500 Hz	140 dB-SPL
Full Ambient Mode Insertion Gain	0 dB
Monitor Input Sensitivity (for 124 dB-SPL, 500 Hz)	
3D-L Mixer	0 dBV
3D-L Mixer, balanced drive	+3.5 dBV
3D-M Mixer, unbalanced drive (pin 2 hot)	0 dBV
Monitor Input Impedance	
3D-M Mixer	20 kOhm
3D-L Mixer, balanced drive	10 kOhm
3D-L Mixer, unbalanced drive (pin 2 hot)	6.7 kOhm
Ambient Mode Equivalent Input Noise	27 dBA-SPL
Monitor Mode Equivalent Input Noise	
Single driver earpiece (A-weighted)	-104 dBV
Dual driver earpiece (A-weighted)	-101 dBV
<i>(Specifications 3.5 dB higher for 3DHW, balanced drive)</i>	
Output Noise	
Single driver earpiece	20 dBA-SPL
Dual driver earpiece	23 dBA-SPL
Limiter	
Type: Slow, average responding, frequency selective, linked left-right; dual independent for monitor and ambient signals	
Limiter threshold (both operating modes)	105 dBA-SPL output level
Limiter threshold (monitor signal, Full Ambient mode)	85 dBA-SPL output level

NOTE: 105 dBA is not considered a safe level for extended listening. The intention of the limiter is to provide a musically pleasing limiting function while guarding against occasional excessive levels. User monitoring levels for extended performance times should not be entering the limiting region.

3D Ambient Earphones

Model 3D-1	Single-driver with embedded ambient microphones
Model 3D-2	Dual-driver with embedded ambient microphones
Type	Full shell, custom-molded, translucent soft silicone
Receiver	Full frequency response, high output balanced armature
Microphone	Full frequency response, high overload; integral preamplifier
Cable	52-inch, heavy duty, flexible, translucent, field replaceable; with split adjuster (zipper) and bend maintainers.
Connector	Custom, dual stereo 1/8" TRS (connects to 3D mixer only)

3D Bodypack Mixer

Model 3D-M For use with wireless IEM systems (1/8" stereo input)
Model 3D-L Standalone hardwired system (LEMO stereo input)

EXTERNAL CONTROLS

Power switch ON/OFF
Mode switch Performance/Full Ambient
Monitor Volume IEM level, continuous (3D-L only)

LED INDICATORS

Battery green and (red or yellow) – battery life
Peak red – within 6 dB of output clipping
Loud (Monitor) yellow – limiter threshold approached by monitor (IEM) signal
Loud (Ambient) yellow – limiter threshold approached by ambient Signal

INTERNAL CONTROLS

Ambient Background 8-position rotary knob, from Full (0 dB insertion gain) to -24 dB in 4 dB steps, and OFF
Limiter switch On/Off (does not defeat monitor signal limiting in Full Ambient Mode)
Earpiece switch Single/Dual Driver (factory preset)

POWER

Battery type 9V alkaline (ANSI/NEDA 1604A or equivalent)
Battery life >6 hours (conservatively rated)
Current drain (at idle) 34 mA

PHYSICAL

Model 3D-M

Overall total dimensions 3.1" x 2.75" x 1.5" (7.9cm x 7.0cm x 3.8cm)
Dimensions less protrusions 2.9" x 2.3" x 1.15" (7.4cm x 5.9cm x 2.9cm)
Weight 2.5 oz (72g); 4.2 oz (119g) with battery

Model 3D-L

Overall total dimensions 3.3" x 2.75" x 1.5" (8.5 cm x 7.0cm x 3.8cm)
Dimensions less protrusions 2.9" x 2.3" x 1.15" (7.4cm x 5.9cm x 2.9cm)
Weight 3.1 oz (88g); 4.8 oz (135g) with battery

Battery Removal

To remove a used battery, grasp the base of the battery and push in firmly toward the terminals while lifting upward.

REPLACEMENT PARTS

3DAA Jumper Cable black, 12-inch (1/8" TRS stereo connectors)
3DHW Jumper Cable black, 9-foot (LEMO – dual XLR female)
3D Earphone Cable translucent silver, 52-inch, dual 1/8" connector
Cleaning Tool plastic, with wire loop and brush
Earphone Cable Screw nylon #0-80 x 1/4" pan head screw (2-pack or 10-pack)
Pelican Storage Case vented crush-proof road case

To obtain spare or replacement parts, please visit our website or contact Sensaphonics directly.

TECH NOTES

System Calibration

Because it is difficult to deduce exact levels from the LEDs, we recommend calibrating your system based on electrical input levels to the 3D. Using a 500 Hz test tone, an input level of 0 dBV (1 Vrms) produces 124 dB-SPL. Figuring from that reference, the Perform Mode threshold of 105 dB-SPL is produced with a 19 dB lower input of -19 dBV (112 mVrms), and 85 dB-SPL is produced from an input of -39 dBV (11.2 mVrms). The sensitivity of the 3D-L with balanced drive is 3.5 dB lower than these numbers at full gain, so the respective input levels will be 3.5 dB (1.5x) higher. Turning down the Monitor gain control from its full clockwise position reduces these sensitivities further, increasing the required drive levels. In the middle of the Monitor gain control's rotation, the sensitivity reduction is about 17 dB, requiring 17 dB higher (7x) drive levels.

Limiter & LED Behavior

The specified limiter threshold is 105 dBA (85 dBA for the monitor input in Full Ambient mode). The two yellow "Loud" LEDs, while related to these thresholds, should be considered as indicators of general loudness and not as direct indicators of limiter action. Each LED first starts to flicker yellow 16 dB below the limiter threshold of its operating mode, reaching what could be called "bright" at the limiter threshold, whether limiter switch is on or off. About 6 dB beyond limiter threshold, they become brighter, up to what could be called "maximum brightness". Thus, the yellow Monitor and Ambient LEDs light well below limiter threshold to indicate signal presence at listening levels, but go to bright illumination to indicate "loud," with average signal levels in the general range of 105 dBA (Perform) or 85 dBA (Full Ambient), regardless of Mode Switch position. Note: 105 dBA is not considered safe for extended listening.

The 3D system's limiters and "Loud" LEDs are slow, average responding, so short duration peaks can be much louder than indicated, as can bass frequencies, due to reduced limiting action in that frequency range. The SPL indications also correspond to a sound as it would be measured outside the ear, before entering the canal. Due primarily to the effects of the ear canal, for frequencies from 1.5 to 5 kHz, sound levels at the eardrum are relatively higher than at other frequencies (with or without the 3D).

NOTE: Use of the limiter, while strongly recommended, does not guarantee safe monitoring. The intention of the limiter is to provide a musically pleasing limiting function while guarding against occasional excessive levels. Normal monitoring levels for extended periods of time should not be entering the limiting region.

CONTACT US

To obtain advice, repair service, or replacement parts, contact us directly. Our office hours are 9:00 AM to 5:00 PM U.S. Central time, Monday through Friday.

Toll-free (USA)	877 848 1714
International	312 432 1714
Email	soundguy@sensaphonics.com
Web	www.sensaphonics.com

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660 North Milwaukee Ave Chicago IL 60622