

# PRYME®

## Acoustic Tube Earphone Troubleshooting and Maintenance Guide

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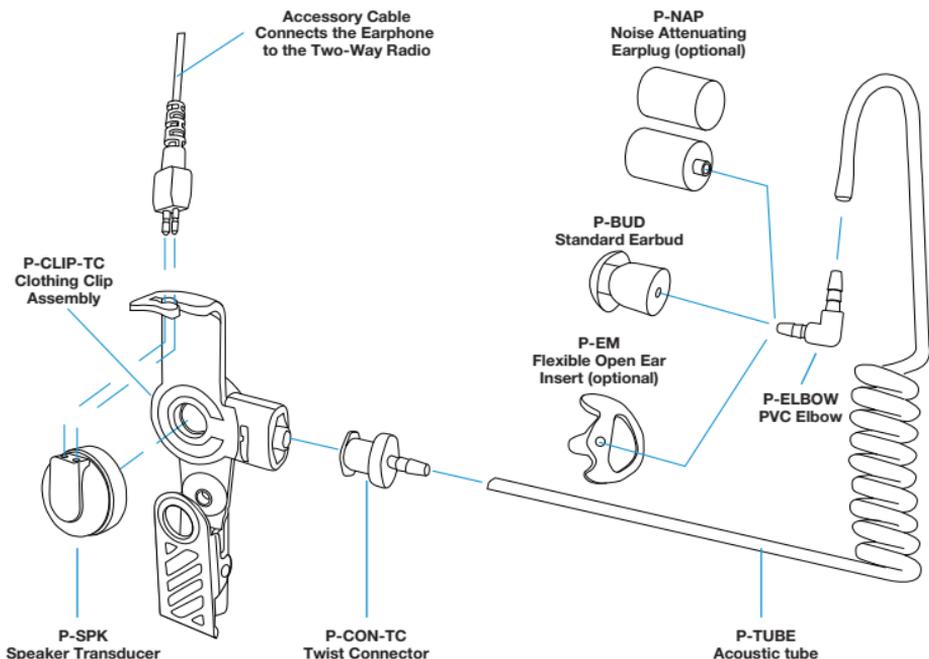
This guide applies to all PRYME audio accessories that use an Acoustic Tube Earphone.

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# ACOUSTIC TUBE ASSEMBLY DIAGRAM



## REPLACEMENT PARTS

Most parts of the Acoustic Tube assembly can be replaced if they wear out. Optional parts are also available, such as noise attenuating inserts! To purchase replacement parts or upgrades, contact the PRYME dealer that you purchased the earphone from or go to [www.PRYMEstore.com](http://www.PRYMEstore.com).

Model	Description
P-CLIP-TC	Clothing clip assembly
P-SPK	Speaker transducer
P-CON-TC	Twist-on connector
P-TUBE-C	Acoustic tube (clear)
P-TUBE-B	Acoustic tube (black)
P-ELBOW	PVC elbow
P-BUD	Standard rubber ear bud
P-NAP	Noise attenuating earplug

Model	Description
P-EMLL	Flexible ear insert, Large Left
P-EMLR	Flexible ear insert, Large Right
P-EMML	Flexible ear insert, Medium Left
P-EMMR	Flexible ear insert, Medium Right
P-EMSL	Flexible ear insert, Small Left
P-EMSR	Flexible ear insert, Small Right
RA-C101199-TC	Earphone Replacement Kit Includes P-TUBE-C, P-BUD, P-ELBOW, and P-CON-TC

# TROUBLESHOOTING

## **1. I can't hear anything through my Acoustic Tube Earphone! Is it broken?**

You can determine whether or not the Acoustic Tube Earphone is the source of the problem by testing whether you can hear incoming radio calls through the speaker transducer with the earphone disconnected. Remove the Acoustic Tube from the clothing clip assembly by rotating the twist connector. Make sure that the audio accessory is properly connected to your two-way radio, and that the radio is turned on and the volume is turned up. Put your ear near the clothing clip assembly while your radio is receiving an incoming transmission. If you can hear the transmission, then the sound pressure through your Acoustic Tube Earphone is being blocked by a kink, bend, debris, or a hole in the tube. Inspect the Acoustic Tube for damage or dirt and debris and then either clean or replace the tube as needed.

If you cannot hear received signals through the speaker transducer with the earphone removed, you should contact PRYME technical support for further assistance.

## **2. The volume on my Acoustic Tube Earphone used to be very loud. However, I have noticed lately that the volume when listening to a received signal is lower than it used to be. What gives?**

The most likely cause is a blockage inside the Acoustic Tube or a hole or kink in the tube. Over time the Acoustic Tube can become blocked with condensation, dirt, earwax, or body sweat.

Remove the Acoustic Tube from the clothing clip assembly by rotating the twist connector and then inspect your tube for damage or debris. If the Acoustic Tube appears damaged, replace it with a new one. If the tube appears to be blocked or dirty, clean the tube using the procedure on page 4.

## **3. My Earphone is becoming discolored! The Acoustic Tube used to be clear but it is now turning brown (or yellow). What can I do?**

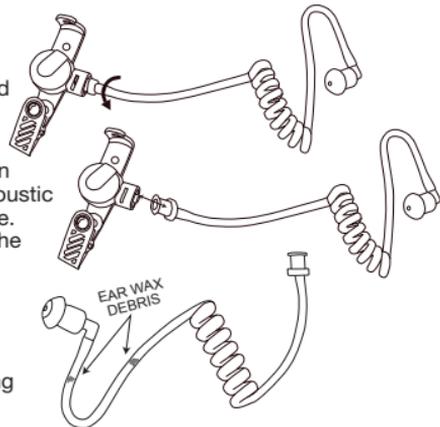
The tube may simply be dirty. You can try cleaning it using the procedure on page 4.

## **4. The Acoustic Tube Earphone used to be soft and bendable but it has become hard. Did I do something wrong?**

Over time, the Acoustic Tube may begin to lose its pliability. This is part of the normal aging of the polyurethane material, but the process may be quickened by prolonged exposure to heat or Ultraviolet light. You should not leave the Earphone in the sun when you are not using it. If you notice the Acoustic Tube beginning to become brittle or to turn black, you should replace it with a new tube.

## **5. My Acoustic Tube appears to have an "air bubble" in it or the tube material is distorted. Can I fix it?**

If the Acoustic Tube appears to have an air bubble inside of the tube, it may just have moisture or condensation trapped inside. Follow the cleaning instructions on page 4 of this guide. If the tube material is warped, bulging, or distorted or if cleaning fails to improve the problem, then you may need to replace the P-Tube with a new one.



# MAINTENANCE

## How to clean your Acoustic Tube Earphone

For best performance, your Acoustic Tube Earphone requires regular maintenance and cleaning. Over time the Acoustic Tube can become blocked with condensation, dirt, earwax, or body sweat. Cleaning the Earphone improves performance and prolongs the life of the Acoustic Tube and other parts.

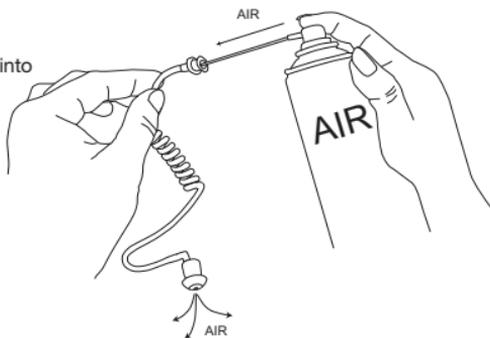
1. Remove the Acoustic Tube from the clothing clip assembly by rotating the twist connector. Inspect the tube for any blockages or foreign matter inside of the tube.
2. Disconnect the Earbud, Twist Connector and PVC Elbow from the Acoustic Tube. Inspect all of these parts for any blockages.

3. Completely submerge the Earbud, Twist Connector, PVC Elbow, and Acoustic Tube in warm (not hot) water for 10-15 minutes. Do not use any soap, detergent, cleanser, or any other type of cleaning chemicals.



4. Reassemble the earphone by inserting the PVC Elbow and Twist Connect respectively into the top and bottom of the Acoustic Tube. Insert the Earbud onto the open end of the PVC Elbow.

5. Insert the straw from a can of compressed air into the hole at one end of the earphone and blow any debris or water out of the Acoustic Tube.



6. Pat the outside of the Earphone dry with a clean towel.
7. Repeat this process if needed.