

# Troubleshooting Guide

## Hearing Aid will not fit properly

- Ensure that the two charging nodes are always facing inward (against your ear) when you insert the hearing aid into your ear canal.
- If placing the hearing aid in your left ear, the volume control dial should be below the microphone hole.
- If placing the hearing aid into your right ear, volume control dial should be above the microphone hole
- Try using a different ear cap size for a better fit. Refer to the user manual for instructions on how to properly change the ear cap.

## Hearing Aid will not charge

- Confirm that the charging case is plugged in and/or has fresh AAA batteries (charging case indicator light will be on).
- Ensure that the hearing aid is turned on; it must be on in order to charge.
- Refer to the user manual for proper insertion of the hearing aid into the charging case.

## The battery within the Hearing Aid does not hold its charge (i.e. a full charge lasts for less than 6 hours)

- Make sure that the hearing aid is allowed to charge for 8 hours or until the charging indicator light turns off.
- If you cannot tell that the hearing aid is working, remove the ear cap and inspect the hearing aid and ear cap for wax or other debris that may be affecting the hearing aid's performance.

## Hearing Aid does not amplify enough

- Ensure that the hearing aid is fully charged, turned on, and set at the highest volume level (dial turned clockwise all the way).
- Remove the ear cap and inspect the hearing aid and ear cap for ear wax or other debris. Use the cleaning brush and/or audio wipe to clean the debris away from the hearing aid and cap.
- Twist the hearing aid slightly to adjust the fit within your ear and ensure that the microphone hole is not obstructed.

## Feedback, distortion, or static

- Check to make sure that the hearing aid is properly inserted in the ear (see section titled "Hearing Aid will not fit properly").
- Try alternative ear cap sizes--feedback is often a symptom of a poor fit of the hearing aid into the ear canal.
- When inserting the hearing aid, cover the microphone hole that is located next to the volume control dial while placing the hearing aid snugly in your ear.
- Adjust the volume to minimize feedback and other negative sound issues.

For helpful videos, please visit our youtube channel at:

**[www.youtube.com/user/HearingAssist](https://www.youtube.com/user/HearingAssist)**

**More Questions?? For immediate assistance, call our Customer Service line at**

**1-800-245-6036**