

# Charging troubleshooting



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## General hearing aid charger instructions for use and troubleshooting

### General hearing aid charger use instructions

1. Place hearing aids into the charger
  - a. Right hearing aid into the charging cup marked "R"
  - b. Left hearing aid into the charging cup marked "L"
2. The hearing aids automatically power down and charging begins (Charger must be turned on, if it has on/off function).
3. A full charging cycle takes up to 7 hours, depending on the model charger being used. After 30 minutes, it is possible to use the hearing aids for up to 6 hours.
4. Overnight hearing aid charging is recommended to start the day with fully charged hearing aids.
5. To turn hearing aids on, remove the hearing aids from the charger. The startup melody is played in the hearing aids and the default volume and hearing program are set. (Charger must be turned on, if it has on/off function).
6. To turn hearing aids off, place the hearing aids back in the charger. (Charger must be turned on, if it has on/off function).

### Additional charging tips

- Ensure the provided power supply is being used, plugged into a wall outlet for most effective charging
  - Standard USB power adapter which supports an output voltage of 5 V DC and an output current of 0.5 to 1A
  - Use of incompatible parts poses a risk of malfunction
- To reset the charger, unplug the charger for one minute and then plug it in again
- To clean
  - Disconnect the charger from the power supply
  - Clean the charger with a dry, soft cloth
  - Never use running water or immerse the charger in water
  - Do not sterilize or disinfect the charger



### General charger troubleshooting information

Put the hearing aids in the charger and verify the light behavior exhibited on the charger. See information below for expected light behavior.

If a charging error is indicated by flashing red LED for both hearing aids, unplug the charger and remove the hearing aids from the charger. After at least one minute, plug in the charger and reinsert the hearing aids. If red LED recurs, try a different compatible charger, if available.

If a charging error is indicated by flashing red LED for one hearing aid, unplug the charger and remove the hearing aids from the charger. After at least one minute, plug in the charger and reinsert the hearing aids into the opposite sides of the charger (Right hearing aid in the Left charging slot and vice versa.) If the red LED stays on the same side of the charger, try a different compatible charger, if available. If the red LED follows the hearing aid, the hearing aid may need service or replacement.

**If the solution can be determined as a hearing aid or a charger, please only return the impacted device/s for repair.**

**If the solution is unclear, please include the hearing aid/s and charger together to allow testing and remediation of the concern.**

### Chargers with Qi charging compatibility

Some chargers can be charged wirelessly using a Qi certified transmitter pad

1. Place the charger on the Qi wireless transmitter pad
2. After a few seconds, the internal battery begins charging, indicated by pulsing green LED on the charger
3. If the LED is off, simply realign the charger to the center of the Qi transmitter pad
4. The charging status of the charger is shown until it is fully charged. After that, the LEDs are turned off for power saving purposes



## Turning the charger on and off

### Electrical outlet:

- When the charger is connected to an electrical outlet, it is automatically turned on and cannot be turned off

### Mobile charging:

- Press and hold the push button on the charger for 5 seconds to turn the charger on and off
- When the charger turns on, the status of the hearing aids and status of the charger's internal battery are displayed for 7 seconds.
- When the charger turns off, the front LED lights up green and fades out over a period of approximately 7 seconds. Shut down is complete after 7 seconds.

## Charger light behavior for mobile and non-mobile chargers

### Light behavior - non-mobile chargers

	Description
No LED light	1) Charger is not connected to the power supply
Single GREEN LED	Charger is connected to a power supply and ready to charge. No hearing aid is inserted in the respective charging slot/cup or the hearing aid is not inserted correctly
Flashing ORANGE LED	Charging status of the hearing aid is read out before charging starts
Single ORANGE LED	Charging status is 0 to 33%
Turn on single GREEN LED	Charging status 34% to 66%
Turn on two GREEN LEDs	Charging status 67% to 99%
Three GREEN LEDs	Hearing aid/s fully charged
Single ORANGE LED flashes successively	Cooling phase. Charging is resumed after 5 minutes.
Flashing RED LEDs	Error - refer to the user manual for additional troubleshooting tips



### Charger light behavior – mobile chargers when charging (center LED)

	Description
No LED light	Wireless charging. Charger is fully charged
Pulsing GREEN LED	Internal battery is being charged
Solid GREEN LED	Charger is fully charged
Flashing ORANGE LED	Cooling phase. Charging is resumed when the device has cooled down.
Flashing RED LEDs	Charger Error - refer to the user manual for additional troubleshooting tips

### Charger light behavior – mobile chargers when mobile (center LED)

	Description
No LED light	Option 1: Charger is off. Press and hold the button for 5 seconds to turn on the charger. Option 2: Charger needs to be charged
Solid GREEN LED	Charger has enough capacity to fully charge 2 hearing aids
Solid ORANGE LED	Internal battery does NOT have enough capacity to fully charge 2 hearing aids
Flashing ORANGE LED	Internal charger battery empty. Portable Charging of hearing aids is not possible.

### Charger light behavior - for the hearing aids (side LEDs)

	Description
No LED light	No hearing aid is in the charger, hearing aid is not placed correctly or the charger is turned off
Pulsing GREEN LED	Hearing aids are being charged
Solid GREEN LED	Hearing aids are fully charged
Flashing ORANGE LED	Cooling phase. Charging is resumed when the device is cooled down.
Flashing RED LEDs	Hearing aid Error - refer to the user manual for additional troubleshooting tips